

10105400

Jordan, Michael

From: Kivett, Peter
Sent: Tuesday, December 21, 2004 8:31 AM
To: Jordan, Michael
Subject: FW: Dodge Durango ball joints

-----Original Message-----

From: Test, Crash
Sent: Monday, December 20, 2004 4:12 PM
To: Kivett, Peter
Subject: Dodge Durango ball joints

Hello Peter Kivett,

Could you please help answer this consumer's email question at your earliest convenience?

Thank you for your continued interest in our program.

NCAP

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I purchased a new Durango in June of 2001. I have been following the recent controversy regarding the ball joints falling. Last May I took my Durango to the Jeep dealer in Port Angeles WA for routine service. I was informed by the service department when I went to pick up the vehicle that my right front wheel was dangerously loose and was unsafe to drive they told me the hub nut was loose and tightened it to the proper specs. Since Wilder was only a Jeep dealer I took the Durango to our local Dodge dealer, Murray Motors they did not inspect the ball joints but they knew there was a problem and told me they would probably be a recall. They seemed to be unaware of the connection between the ball joints and wheels falling off. At about 9,000 miles I started having front end noise when turning and squeaking noises when driving on an only slightly bumpy road. I brought the vehicle to Butler Chrysler Jeep in Beaufort SC on THREE different occasions and their response all three times was CANNOT DUPLICATE. I have less than 23,000 miles on this vehicle and my warranty is expired and yes I have an extended warranty but I am furious that Chrysler is saying there would be warning with noise in the front before the ball joints failed when their service departments are clueless or have been told not to acknowledge the problem with CANNOT DUPLICATE. I am scared to death to drive this car. I will be talking it in to Wilder Motors the Jeep dealer on Monday to have it checked out again. And I did complain to the dealer I purchased it from. Their response was "yes" some people will have to get killed and then they might do something. It is really frustrating to be in such a position and not know who to look to for help.

Sincerely,

Port Angeles, WA

Email
Jession
nmj
12/22/04

E-mail address