

10105402

Jordan, Michael

From: Kivett, Peter
Sent: Tuesday, December 21, 2004 3:23 PM
To: Jordan, Michael
Subject: FW: Engineering Analysis EA03-023

2004 DEC 23 AM 10:58

thankx mike.

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

From: [REDACTED]
Sent: Tuesday, December 21, 2004 2:21 PM
To: Kivett, Peter
Subject: Engineering Analysis EA03-023

I got this off of a Durango message board. I am angered at the fact that Chrysler is only recalling the 2000 - 2003 4X4 Durango's and not the 4X2's!!!! I have had nothing but problems with my 4X2 2000 Durango's Upper Ball Joints and would like to implore you to make them recall the 4X2's as well.

Everything I have read points to the 4X2 and not many if at all of the complaints were 4X4's. How dare Chrysler still say that they don't believe there is a problem.

I have had the upper ball joints replaced under warranty of course, 3 times, the first time being at 6458 miles, the second at 27,000 miles and the third at 38,000 miles. Only a few months out of warranty and again they needed replacement. I bought the extended warranty, but it was only up to 50k miles. I really like my Durango other than the fact of the problem with the front suspension.

I was so mad at what was going on, I had the Control Arm bushings replaced with PolyUrethane. I can't however find PolyUrethane for the ball joints, if I could you bet I would replace them. I have had everything happen to my Durango that you have TSB's on. Thankfully they were under warranty and the dealership corrected the problems. But, I do have a problem with Chrysler copping out and only recalling the 4X4's. Please correct this injustice, as I am going to sue, as I have had to replace more than my share of tires and feel that this is the only way to get back some of the pain and suffering I have endured.

Thanks,

[REDACTED]
Dallas, TX
[REDACTED]

E-mail
Jessica
mike J. Kivett