

Cauthorne, Margaret

From: Cauthorne, Margaret
Sent: Friday, January 14, 2005 11:43 AM
To:
Subject: FW: Re:2000 + Durango Recalls

10107313



original.htm

Dear I

NVS-216 mrc

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

During the course of its investigation of upper ball joint failure in certain model years (MY) 1997-2002 Dodge Durango and Dakota vehicles, ODI observed that the vast majority of wheel separations occurred in MY 2000-2003 vehicles. This population, manufactured between January 7, 1999 and December 31, 2002, contained maintenance-free upper ball joints supplied by New Castle Machine. A laboratory test comparison of these ball joints to the TRW-supplied ball joints found in the earlier vehicles (MY 1997-1999) found that the New Castle Machine ball joints were far more prone to separations than the TRW ball joints. This difference is also reflected in field data collected: While both vehicle populations are the subject of numerous upper ball joint wear complaints, which NHTSA considers to be a customer satisfaction concern, only the later model years equipped with the New Castle ball joint show a related wheel separation trend.

DaimlerChrysler Corporation (Chrysler) is conducting a recall campaign" (NHTSA Campaign No. 04V-596, summary and details available on NHTSA Web site at www.nhtsa.dot.gov. Select "Recalls from the index) to remedy four-wheel drive versions of the MY 2000-2003 Durango and Dakota. Field data indicated that eighty to ninety percent of the upper ball joint-related separations reported involved four-wheel drive vehicles.

I hope this information is helpful. You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of the representatives may be able to assist you on matters concerning other motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

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

From: Jimenez, Alberto
Sent: Wednesday, January 12, 2005 2:36 PM
To: Cauthorne, Margaret
Subject: FW: Re:2000 + Durango Recalls

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

From: Webmaster
Sent: Friday, December 10, 2004 12:11 PM
To: Jimenez, Alberto
Subject: Fw: Re:2000 + Durango Recalls

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Type: Customer E-mail
From:
To: webmaster@nhtsa.dot.gov
Subject: 2000 + Durango Recalls

I think you need to also look at the 1999 & 1998 models too. We have had to the same problem with our 1998, after not getting any satisfaction from the dealer. We had to go elsewhere and have the upper and lower ball joints replaced.

Cauthorne, Margaret

#10107313

From:
Sent: Friday, January 14, 2005 1:18 PM
To: Cauthorne, Margaret
Subject: Re: FW: Re:2000 + Durango Recalls

Thank you for your response. However the issue still does remain that there is a problem with the other models. What can I and the other owners who feel the same do to have this issue looked at?

Best Regards,

In a message dated 1/14/2005 11:43:41 AM Eastern Standard Time, Margaret.Cauthorne@nhtsa.dot.gov writes:

Dear NVS-218 mrc

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner.

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1/14/2005