

Cauthorne, Margaret

10108550

From: Jimenez, Alberto
Sent: Thursday, January 13, 2005 2:51 PM
To: Cauthorne, Margaret
Subject: FW: Re:1999 dodge dakota 4x4. ball joints



original.htm

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

From: Webmaster
Sent: Tuesday, December 28, 2004 7:59 AM
To: Jimenez, Alberto
Subject: Fw: Re:1999 dodge dakota 4x4. ball joints

Page 1 of 1

Type: Customer E-mail
From:
To: webmaster@nhtsa.dot.gov
Subject: 1999 dodge dakota 4x4. ball joints

From:

Comments:

PLEASE REVIEW YOUR ISSUED RECALL ON '00 TO '03 DURANGO/DAKOTA'S AND INCLUDE YRS 1997 THRU 1999 AS WELL. I OWN A 99 DOKTA WITH 66K MILES AND THE UPPER AND LOWER BALL JOINTS ON THE DRIVERS AND PASSENGER SIDES HAVE BEEN REPLACED TWICE AND NOW RECEINTLY A THIRD TIME. I TAKE GREAT PRIDE AND CARE OF MY VEHICLES. I HAVE OWNED VARIOUS TRUCKS IN THE PAST AND HAVE NOT EXPERIANCED THE FRONT END PROBLEMS I HAVE ON MY DODGE DOKATA. PLEASE REVIEW YOU RECALL TO INCLUDE '97 THRU '99 UNITS AS WELL. THE WAY I SEE HOLD THE MANUFACTURE RESPONSIBLE, NOT THE CONSUMER. EASIER TO ISSUE A RECALL THEN TO MOURN THE LOSS OF A LOVED ONE.

REGARDS...

From NHTSA Web Site.

Cauthorne, Margaret

From: Cauthorne, Margaret
Sent: Friday, January 21, 2005 2:06 PM
To:
Subject: FW: Re:1999 dodge dakota 4x4. ball joints ODI #10108550



original.htm

Dear
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

Cauthorne, Margaret

From:**Sent:** Sunday, January 23, 2005 10:02 AM**To:** Cauthorne, Margaret**Subject:** RE: Re:1999 dodge dakota 4x4. ball joints ODI #10108550

THANK YOU FOR YOUR RESPONSE, I WILL TAKE THIS INFORMATION UNDER ADVISEMENT.

I WOULD ALSO LIKE TO TAKE THIS OPPORTUNITY TO MENTION THAT "WE" CONSUMERS DO APPRECIATE WHAT THE NHTSA DOES FOR THE GENERAL PUBLIC.

REGARDS...

---Original Message---

From: Cauthorne, Margaret [mailto:Margaret.Cauthorne@nhtsa.dot.gov]**Sent:** Friday, January 21, 2005 2:08 PM**To:****Subject:** FW: Re:1999 dodge dakota 4x4. ball joints ODI #10108550

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NVS-216 mrc

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1/24/2005

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