

Jordan, Michael

10108802

From: Kivett, Peter
Sent: Friday, January 21, 2005 9:11 AM
To: Jordan, Michael
Subject: FW: Engineering Analysis EA03-023

2005 JAN 25 AM 12:09

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

From:
Sent: Thursday, January 20, 2005 2:30 PM
To: Kivett, Peter
Subject: Engineering Analysis EA03-023

Peter,

I am an owner of a 2002 Dodge Dakota 4WD and have received a safety recall notice from DaimlerChrysler No. D47. I had the upper ball joints replaced back in November, 2004 and have submitted receipts for the repair to DaimlerChrysler for over \$700. They have agreed to pay only \$300, saying that the associated tie rod replacement and front end alignment would not be covered. My mechanic has stated that the work in question was necessary. I have downloaded the remedy document associated with this recall from your web site and it clearly indicates the need for at least the alignment. Any advice you can forward concerning this matter would be greatly appreciated. Thank you.

Albany, New York

E-mail

Jessica

my
Jan 24, 2005

1/24/2005