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NVS-200

12-26-04

EXECUTIVE SECRETARIAT

2005 JAN -4 A 9 38

TRAFFIC SAFETY ADM.

Dear Sir:

On Nov. 9, 1999 I purchased a new \$25,000. Dodge Dakota 4x4 truck from Berlin City Ford. During the years of 2001 and 2002 I took the truck to several local auto repair shops because the front end felt loose, would shake, and made a clunking noise. They advised me the ball joints were bad and needed to be replaced. I spoke with the service department at Berlin City Ford, they advised me to bring the truck back to their dealership where a certified Dodge technician could look at my truck. This is a 110 mile round trip each time I return to the dealership. As you can see from my records and receipts I brought the vehicle back to Berlin City Ford and complained about the noise and performance, they advised me there was nothing wrong with the ball joints and the front end was all O.K. at this time.(see documents)

I am 51 years old and I've been driving for 35 years, I knew there was something wrong with the ball joints and was frustrated that the dealership would not fix the problem but what frustrates me the most is, Daimler Chrysler was telling the dealerships to advise the customers that this was normal movement or play in the ball joints. You did nothing to correct this safety issue until you were threatened with a class action law suit.

My brother was a top salesmen for Berlin City Ford and sold thousands of Dodge vehicles for the dealership, he advised me I would probably have to wait for a recall on the vehicle.

I was worried about the safety of this truck because of the reports I saw on T.V. (60 minutes) was showing the wheels falling off this vehicle as it moved down the highway. Living with that fear, I finally brought the truck to Lewis & Woodard an auto repair shop in my town.

Jason
1/12/05

The truck was unsafe to drive so I had the upper and lower ball joints replaced on June 2nd 2003, see enclosed bill \$144.00 and \$108.00 By this time the ball joint problem had already caused other damage to the front end. I replaced all four tires (four times) I took the truck back to the Dodge dealer for repairs, they repaired my truck and billed me \$1,180.72 for front differential problems. Some of this \$1,180.72 bill was for a PCV valve, spark plugs etc. but I feel \$967.78 of the bill was ball joint related. Please review the enclosed bills and documented complaints and receipts. I would like to be reimbursed for some of these expenses, or given a credit towards my next Dodge purchase.

Just so you don't think I'm chronic complainer, prior to the Dodge Dakota, I purchased a new Dodge Ram 4x4, I had no problems with the Ram, it had plenty of power and was a pleasure to drive.

The Dakota, on the other hand has been a headache and disappointment.

Colebrook N.H.

DAIMLERCHRYSLER

*Buckle up
for Safety!*

YS592025 D47

0000022882

COLEBROOK, NH

SAFETY RECALL - UPPER BALL JOINTS

Dear :

This is to inform you of a safety issue concerning 2000 through early-2003 model year Dodge Durango 4x4 vehicles and Dodge Dakota 4x4 pick-up trucks. Excessive wear of the upper ball joint may cause the front wheel to separate from the vehicle and result in a loss of control.

The problem is... Water may enter into the front suspension upper ball joints on your vehicle (VIN: 1B7GG22N5YS592025), and cause corrosion and premature wear. A seriously worn ball joint may cause a "clunking" noise to develop in the front suspension. However, vehicle occupants may not always hear this "clunking" noise. Losing control of the vehicle could result in a crash.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front suspension upper ball joints. The work will take about two hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Remember to bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (YS592025) and notification code D47 on the postcard.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this condition without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code D47

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**