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To Whom ~~it may concern~~,
concern,

Champion Ford of Alexandria was notified of a problem we were having with the upper ball joints in our Dodge Durango (2000). It was our opinion that since the mileage was low on this vehicle it must be a defect in this product or premature wear.

However this point was repeatedly argued with me (for several days). We were told it was impossible for this vehicle to have "defects". It had to be from normal wear and tear.

Two weeks later a safety recall notice was mailed to us, specifically naming the upper ball joints as a defective part.

I spoke to several personnel (at Ford) after being notified, and the reply I got was "sorry".
Am. mail 4/22/05

I feel the complaint was not taken seriously, and not enough research was done on their part. This was a part ^{that} may cause the front wheel to separate from the vehicle and could result in a loss of control."

Our complaint was not about the heater or wipers or lights, it was a vital part of the vehicle.

Thank you for your time.

Mellbourne, Ky.

EXECUTIVE SECRETARIAT

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NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.