

10169587



FARMERS

JAN 12 PM 11:43

Date 12/16/2004

Insured's Name

Master Number

Policy Number or  
Prematic Number

Loan Number

Claimant's Name

Date of Loss

SALN/Claim No.

NATIONAL HYW TRAFFIC SAFETY ADMIN.

400 SEVENTH ST SW

WASHINGTON, DC. 20590

SIRS, AS PER THE ATTACHED RECALL NOTICE I RECEIVED APX 18 MONTHS AGO. BOTH MYSELF AND MY LOCAL DEALER JACKSON MOTORS HAVE TRIED WITHOUT ANY LUCK TO GET THE PARTS MENTIONED IN THE RECALL NOTICE TO UPDATE THE BALL JOINT PROBLEM. MY CAR IS A 2000 PLY PROWLER AND THE NOTICE SAYS "THE FRONT SUSPENSION LOWER BOIL JOINTS COULD FAIL CAUSING LOSS OF STEERING AND A ACCIDENT".

I HAVE GONE THRU THE PROCESS IN THEIR LETTER FIRST ORDERING THR PARTS WITH MY DEALER THREE TIMES THEN CALLING THEIR ASSISTANCE CENTER 1 800 853-1403 AND THEN CALLING THEIR DISTRICT PARTS MGR. NOTHING HAS WORKED.

COULD YOU PLEASE HELP ME GET THIS PROBLEM FIXED.

THANKS ALOT

LOCKHART, TX.

☐ Transaction Pending.

Please Reply By:

Signature

cc:

From:

Dept. and Service Center Office

26-007 12-00

*Jan 11/18/25*

MAKCH 2003  
FIRST LETTER  
Prowler  
Dist # 12456074  
New # 12752607  
DaimlerChrysler

SAFETY RECALL TO REPLACE YOUR VEHICLE'S  
FRONT SUSPENSION LOWER BALL JOINTS

Dear Prowler Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1997 through 2000 model year Plymouth Prowler and 2001 and 2002 Chrysler Prowler vehicles.

**The problem is...**

The front suspension lower ball joints on your Prowler (identified on the enclosed form) may allow dirt and/or water to enter the ball joint. This could result in premature ball joint wear and cause the ball joint to separate. Ball joint separation can result in a loss of steering control and cause an accident without warning.

**What DaimlerChrysler and your dealer will do...**

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both of your vehicles front suspension lower ball joints. The work will take about 2 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.
- Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

**If you need help...**

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above 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 Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect 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  
C03

Buckle up  
for Safety

KIRK JACKSON Motors  
1130 S. Colorado  
LAKENAP, TX 75644  
376-2013

Case # 12329772

1-800-992-1999

1 custom  
2 cover  
5 instruction