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2005 Jun 25 Indianapolis, MS

Dear Daimler Chrysler,

I am writing regarding media information voicing potential safety related defects on 2000 DODGE DURANGO 4x2 SUV's and pick ups. I currently own a 2000 DODGE DURANGO 4x2 SUV. According to Chrysler Groups internal investigation, I am experiencing problems with the front suspension upper ball joints. In that, I hear front end noise such as clunking or thumping while slowly driving over moderate bumps such as a drive way. Other sounds includes squeaking especially when turning which may indicate corrosion.

I have not received any recall letters yet. I am very concerned for my and my family's safety. Furthermore, I have purchased 3 sets of tires for this vehicle with only 85,000 miles. This may indicate excessive wear and tear caused by defects. I am submitting this letter in hope that I may receive an inspection of my vehicle to either rule out any factory defects or to have the proper repairs made at no cost to myself.

Moreover, other noted-problem with this vehicle that may be factory related includes: intermittently locking and or unlocking of body doors, without any activation of the power door lock switches alone with a clicking sound from the power door locks. The driver door will not lock at the same time as the passenger door. Both front and back door will not unlock. Also the front passenger window will intermittently roll up. The left back passenger window will not work at all. These are safety hazards. These issues were investigated earlier (NHTSA) item number 616721-Bulletin number 0804100 and item number 618410-Bulletin number 2304700.

In addition to all that has been stated, I have replaced the thermostat twice- indicating engine and engine cooling problems. Item number 618402 Service Bulletin 1800201. Please help. Any assistance or information will be greatly appreciated. I may be reached at the following numbers. *Business*

Yours Truly,

Vehicle Description- 2000 Dodge Durango
Vehicle Identification Number- 1B4HR28ZXYP246602
Manufacturer- Daimler Chrysler

M/M
1/26/05



Office of Defects Investigation

Recalls - Search Results

Report Date : **January 10, 2005 at 04:47 PM**
SEARCH TYPE : **VEHICLE**
Make : **DODGE**
Model : **DURANGO**
Type : **MULTIPURPOSE PASSENGER VEHICLE**

Make : DODGE **Model :** DURANGO **Year :** 2000
Manufacturer : DAIMLERCHRYSLER CORPORATION
NHTSA CAMPAIGN ID Number : 04V596000 **Recall Date :** DEC 15, 2004
Component: SUSPENSION:FRONT:CONTROL ARM:UPPER BALL JOINT
Potential Number Of Units Affected : 592707

Summary:

ON CERTAIN SPORT UTILITY VEHICLES AND PICKUP TRUCKS EQUIPPED WITH FOUR-WHEEL DRIVE (4X4), IF MOISTURE LEAKS INTO THE FRONT SUSPENSION UPPER BALL JOINT, EVACUATION OF THE LUBRICANT AND CORROSION OF THE JOINT MAY CAUSE THE JOINT TO WEAR OVER AN EXTENDED PERIOD OF TIME. THIS COULD CAUSE A CLUNKING NOISE IN THE FRONT SUSPENSION, WHICH MAY NOT ALWAYS BE HEARD BY THE VEHICLE OCCUPANTS.

Consequences:

EXCESSIVE WEAR IN THE UPPER BALL JOINT MAY ALLOW IT TO SEPARATE, WHICH COULD RESULT IN LOSS OF CONTROL OF THE VEHICLE.

Remedy:

DEALERS WILL REPLACE THE FRONT SUSPENSION UPPER BALL JOINTS. THIS SAFETY IMPROVEMENT CAMPAIGN BEGAN ON DECEMBER 21, 2004. OWNERS CAN CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

Notes:

THIS ACTION IS DEEMED A SAFETY IMPROVEMENT CAMPAIGN AND IS NOT BEING CONDUCTED UNDER THE SAFETY ACT.



Office of Defects Investigation

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(1-888-327-4236)

TTY

- » 1-800-424-9153 or
- » 1-202-484-5238

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Consumer Information

* Denotes required field

Title :	<input type="text"/>	Org. Name :	<input type="text"/>
First Name :*	<input type="text"/>	MI :	<input type="text" value="A."/>
Last Name :*	<input type="text"/>		
Address 1 :*	<input type="text"/>		
Address 2 :	<input type="text"/>		
City :*	<input type="text" value="Tadapaok"/>	Zip Code :*	<input type="text"/>
State :*	Please select state <input checked="" type="checkbox"/> MS	Country :	UNITED STATES
Daytime Phone :*	<input type="text" value="N/A"/>	Evening Phone :	<input type="text"/>
Fax :	<input type="text"/>		
Email :	<input type="text"/>		

There are occasions when NHTSA would like to provide automobile manufacturers with copies of a including personally identifiable information (e.g. name, address, telephone number, etc.). Manufa NHTSA, use these questionnaires to identify safety-related defects, analyze alleged problems, and defects. By providing manufacturers with questionnaires that contain personally identifiable information, manufacturers can contact owners to seek clarity, obtain additional details, and in some cases, inform owners of actions being taken to rectify the problem.

If you would like to authorize NHTSA to release this questionnaire (including your personally identifiable information) to the manufacturer of your vehicle, please check the "YES" box. Your personally identifiable information will be used only for the purposes described above. If you do not wish to authorize such please check the "NO" box and your personally identifiable information will not be released to the manufacturer.

See [Privacy Statement](#) below.

I hereby consent to the release of the personally identifiable information contained in this questionnaire to the manufacturer of my vehicle.

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