

NVS-200

10109723

Administrator
National Highway Traffic Administration: 58
400 7th Street SW
Washington, DC 20590

January 4, 2005

EXECUTIVE SECRETARIAT
2005 JAN 14
NATIONAL HIGHWAY
TRAFFIC SAFETY

Dear Administrator,

I am a proud Dodge truck customer. I own a 1998 Dodge Durango and my wife owns a 2000 Dodge Durango. In March of 2003 with 57,998 miles I took my 1998 Durango in for several repairs to my local dealer, which included replacement of all four ball joints. My dealer informed me that they had seen several Durango's with the same problem. They felt a recall would be coming and that I should wait it out. \$1,100 is a lot of money to me and I think it's only fair I be reimbursed for this known problem/defect.

Two weeks ago my wife received a recall notice for her 2000 Durango, but I was told my 1998 would not be included in the recall. My local dealer gave me a 1-800 number and told me to contact DaimlerChrysler. They were washing their hands of matter and could not give me any more specific information. The recall department could not answer my questions, but transferred me to Customer Service saying that Dodge was looking at each situation independently on a case by case basis. Customer service offered no explanation and basically gave me the brush off.

My complaint:

- How is my 1998 Durango different from my wife's 2000 Durango?
- Why are the 1998 and 1999 Durango's excluded from the recall?
- Why should Dodge profit off the backs of their customers for this known defect?
- Why does Customer Service have little information to offer to their customers?

When researching on the internet there are MANY 1998-1999 Dodge owners with same concerns as me.

No one has been able to give me a satisfactory explanation why DaimlerChrysler will not cover my cost on this defect.

Would you please reply to me in writing to explain why 1998-1999 Durango's were excluded from recall? Thank you in advance.

VIN: 1B4HS28Y5W

Dealer: 42921
Customer: 10240
File Ref: 12996719

St Cloud, MN

*Known
1/24/05*