

10109771

2005 12/27
December 27, 2004

Roscoe, IL

Phone:

National Highway Traffic Safety Administration
Department of Transportation
400 7th Street, SW, Room 5232
Washington DC 20590

I have enclosed copies of my correspondence to DaimlerChrysler concerning the upper "A" frame bushing and upper ball joint problems on my 1999 Dodge Dakota. They reimbursed me for the parts but not the labor so today I mailed a second request to DaimlerChrysler. If they do not pay for the labor costs, can the NHTSA help resolve the problem? Vin. number, mileage, invoices, and all past correspondence are attached so you have the information about my complaint. If there is any additional information you need please call me at I'm retired and usually home.

Thank you,

Enclosures: My first letter to DaimlerChrysler dated 7-13-04.
My letter dated 12-27-04 to DaimlerChrysler requesting labor reimbursement.
Roscoe Automotive invoice number 10587 at 31,292 miles for service 10-02-03.
Roscoe Automotive invoice number 11330 at 32,904 miles for service 12-29-03.
DaimlerChrysler remittance voucher 6577051 for parts.

Maria
1/18/05

July 13, 2004

Roscoe, IL

Phone:

Daimler Chrysler Motors Corp. Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

I purchased my 1999 Dodge Dakota Vin #: 1B7GL22Y3XS from Hembrough Auto Group in Janesville, Wisconsin 5-25-99. I'm retired and drive very little with an odometer reading of only 35,248 as of this date.

When I had upper ball joint problems 7-9-04 my odometer reading was 32,904 and upper A frame bushing problems 7-9-04 my odometer reading was 31,292. On both dates I was under 36,000 miles but since I was beyond the 36 month warranty, I did not complain and paid the invoices I've attached.

Since that time I learned that my problems were not unique. A friend of mine who works for Rockford Products in Rockford Illinois told me that when you terminated them as the supplier and went overseas for the products the problems all began.

I have several other friends who have had the same problems. One friend owns a 2002 Dakota with under 20,000 miles and had the same problems. Another friend who has a 2000 Dakota with 66,000 went to his dealership, complained and the work was done at no charge even though he was out of warranty. An employee at Daimler Chrysler claims a National watchdog association is in the process of investigating these problems for a recall.

I did not go to the dealership because I was out of warranty, and writing this letter to you the manufacturer because you made it and not the dealership. I have attached copies of my invoices and feel I should be reimbursed or given a credit for future work at one of your dealerships.

Sincerely,

December 27, 2004

Roscoe, IL

Phone:

DaimlerChrysler Motors Company LLC
Attention: Stan Gwinner, Senior Staff
PO Box 21-8004
Auburn Hills, MI 48321-8004

DaimlerChrysler Reference No.: 12475229

Dear Mr. Gwinner:

Thank you for the parts reimbursement on your pay reference number 6577051 for the upper A frame bushing and upper ball joint on my 1999 Dodge Dakota Vin Number 1B7GL22Y3XS. You explained to me in our August phone conversation that a potential recall may be forthcoming at which time I should also be reimbursed for the labor charges.

I just learned of the Dakota recall for my specific problem but that it only applies back to model year 2000 and mine is a 1999. Because model year 1999 and 2000 "A" frame bushing and upper ball joint had identical problems both should have been in the recall. I again enclose my invoices for the work done 10-2-03 at 31,292 miles and 10-29-03 at 32,904 miles requesting reimbursement for the labor charges.

Sincerely,

Enclosures: My letter dated 7-13-04.
Pay Reference Number 6577051.
Roscoe Automotive Invoice 010587.
Roscoe Automotive Invoice 011330.

Copy to: National Highway Traffic Safety Administration
Department of Transportation
400 7th Street, SW, Room 5232
Washington DC 20590

**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).**