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EXECUTIVE SECRETARIAT

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NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

DaimlerChrysler
Recall and Customer Satisfaction
P.O. Box 610207
Port Huron, MI 48061-0207

Recall and Customer Satisfaction Team:

We own a Dodge Durango that had all the ball joints replaced in August of 2003. We took the vehicle to the dealer after feeling that there was a problem in the front end. They found that all the ball joints needed to be replaced and did the work necessary to fix the problem. The cost to us was \$943.98. There were many reports at that time of a recall from DaimlerChrysler to resolve this dangerous issue. The recall was finally announced in December of 2004, however it doesn't cover enough years of the Durango. Our vehicle is a 1998, VIN 1B4HS28Z8WF and had the exact problem discovered with the later models. DaimlerChrysler has stated that owners who already paid for the repair will be reimbursed. Our vehicle should fall under the same reimbursement policy as the later models.

We have enclosed a copy of the service record that shows the ball joints and many other issues were paid for in August of 2003. Reimbursement of the \$943.98 paid by the owner can be sent to the Massachusetts address below.

Regards,

Upton, MA

cc: NHYSA Headquarters
400 Seventh Street, SW
Washington, DC 20590

NAR
Nad
1/4/05

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DOCUMENT HAVE BEEN REMOVED
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