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2005 FEB - 1 Northglenn CO

National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

January 20, 2005

To Whom it May Concern:

I am writing this letter to voice a written complaint against Northglenn Dodge, 759 W. 104th Ave., Northglenn, CO.

I called in the beginning of January to schedule an appointment to have my ball joints on my 2000 Durango replaced for a safety recall. I was told they were "waiting for the parts and would call me back when they came in". It is January 20 and I have not heard from them, nor do I expect to.

I called another dealership and they were able to schedule me for three days later. My brother-in law also scheduled his Durango another dealer in a timely fashion. Both of those dealers "had the parts."

I believe Northglenn Dodge is an untruthful establishment which jeopardizes the public's safety.

Sincerely,

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