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2005 JAN 17 Lumberton, NJ

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January 5, 2005

Dodge Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

RE: 1B7GG22X4YS 2000 4WD Dodge Dakota

Dear Sirs:

On December 27, 2004 I received your Safety Recall notice for Upper Ball Joints and made an appointment with my local Dodge Dealer, Lucas Dodge (1624 Route 38, Lumberton, NJ 08048). While making the appointment, I inquired about a creaking noise in my steering and was informed that the noise was the symptom of the recalled ball joints. The first available appointment was January 3, 2005.

On the afternoon of January 3, 2005, Lucas Dodge informed me that my steering rack was faulty and causing the creaking noise. I was charged \$1018.98 to replace the steering rack. I learned from Ernie, the service representative, that this is a common problem in Dodge Dakotas. I expressed my distress and disappointment in Dodge that with only 4 years and 48000 miles on my truck, I do not expect major safety components to malfunction.

I find it ironic that when my truck is recalled, I am charged over \$1000 for a repair with the same symptoms as the recall.

I filed a complaint with the Better Business Bureau (Complaint ID: 1769083) because I believe that the steering rack should have also been replaced by Dodge.

If you have any questions or require further information I can be contacted at
or via e-mail at

Sincerely,

cc: Administrator, National Highway Traffic Administration

WAC
aad
1/24/05