



State of Wisconsin  
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection  
Rod Nilsestuen, Secretary

10111600  
2005 JAN 14 01:4:15

January 3, 2005

DAIMLER-CHRYSLER MOTORS CO  
PO BOX 21-8004  
AUBURN HILLS MI 48231-8004

RE: File 446427 (Refer to this number when contacting our agency)

GREEN BAY WI

Dear Sir/Madam:

I received a complaint from \_\_\_\_\_ concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to Thomas N. Jack and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

OPY

Austin Marie Palmer  
Consumer Specialist  
BUREAU OF CONSUMER PROTECTION  
Fax: 608 224-4939  
E-mail: [Austin.Palmer@datcp.state.wi.us](mailto:Austin.Palmer@datcp.state.wi.us)

Cc: NHTSA

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# Department of Agriculture, Trade and Consumer Protection

## Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: brochures, receipts, contracts, cancelled checks, advertisements/coupons, page showing item ordered, lease documents, telephone bills.

### How do we contact you?

Name: Mr. Mrs. Miss Ms. (circle one) \_\_\_\_\_ (first) \_\_\_\_\_ (middle) \_\_\_\_\_ (last)

Home Phone: \_\_\_\_\_ Work Phone: (\_\_\_\_) \_\_\_\_\_ ext. \_\_\_\_\_ or (\_\_\_\_) \_\_\_\_\_ ext. \_\_\_\_\_

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: 8 AM - 10 AM

Address: \_\_\_\_\_ PO Box: \_\_\_\_\_ Apt. # \_\_\_\_\_

City: GREEN BAY State: WI Zip: \_\_\_\_\_ County: U.S.A.

### What business is your complaint against?

Name of business: DODGE TRUCK CO. / Daimler Chrysler

Address: P.O. Box 610207 PO Box: \_\_\_\_\_ Apt. # \_\_\_\_\_

City: PORT HURON State: MI Zip: 48061-0207 County: U.S.A.

Phone: (800) 853-1403 Name of person you talked to: \_\_\_\_\_ Title: \_\_\_\_\_

### Information about your complaint

#### 3. Which of the following best describes your first contact with the business? (check one)

- |                                                                   |                                                                 |                                   |
|-------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------|
| <input type="checkbox"/> Person from business came to my home     | <input checked="" type="checkbox"/> I went to the business      | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Person from business called me           | <input type="checkbox"/> I telephoned the business              | <input type="checkbox"/> Email    |
| <input type="checkbox"/> Business sent me information in the mail | <input type="checkbox"/> I responded to a radio or TV ad        |                                   |
| <input type="checkbox"/> I attended a convention or trade show    | <input type="checkbox"/> I responded to a printed advertisement |                                   |

4. When did the first contact occur? month: Feb 92 day: 3 year: 1998

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) Dodge DAKOTA pickup

7. Was it advertised? (circle one) No Yes Date: ? Where: ?

8. Did you sign a contract? (circle one) No Yes Date: ? Number on contract, policy or receipt: \_\_\_\_\_

9. If yes, where were you when you signed the contract? Dodge Country of Appleton

10. Amount paid: \$ 22,000.- by: (circle one) cash check credit card financed other plan

#### 11. Where did you pay the business: (check one)

- |                                                            |                                                                        |                                   |
|------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------|
| <input type="checkbox"/> At my home                        | <input checked="" type="checkbox"/> At the company's place of business | <input type="checkbox"/> Internet |
| <input type="checkbox"/> Over the telephone by credit card | <input type="checkbox"/> At a convention or trade show                 |                                   |
| <input type="checkbox"/> By mail                           | <input type="checkbox"/> In someone else's home                        |                                   |

12. Did you contact the business about your complaint? ☒ Yes ☐ No When? 12/21/04 What happened? see #15

13. Have you filed this complaint with another agency? ☐ Yes ☒ No Agency name? \_\_\_\_\_ What happened? \_\_\_\_\_

14. Have you contacted a private attorney? ☐ Yes ☒ No Have you started court action? ☐ Yes ☒ No

IMPORTANT: More questions on the back page (over)

15. Describe your complaint in detail. I bought a 1997 Dodge Dakota SLT Pickup in Feb. of 1998(?). ON 12/2002 I brought my veh. to a local Dodge Dealer (St. Dodge Palanski, WI) on a recall - I don't recall what the recall was, but they fixed it. While my veh. was there I was informed by the Service Dept. that my ball joints were shot & needed to be replaced & also my front bumper needed to be replaced; they gave an estimate of \$1200.!! I phoned a Service Station, that I would usually go to for auto work - the rep. there said they would take my truck over & if needed they could do the same work for approx \$800 to \$900. (parts & labor). They confirmed the work had to be done & I let them do it (with order #2859 enclosed). I was told the ball joints should not have eroded; given today's technology. Since then I've become of many instances where Dakotas were losing their fenders because of (cont'd)

16. How do you feel your complaint should be resolved? (please be specific)

Reimbursed in full / part for parts & labor for ball joint repair (see attached bill)

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: \_\_\_\_\_

Date: 12/22/04

Return this form and two copies of your papers to our office located nearest to the business:

**NORTHWEST REGIONAL OFFICE**  
3610 Oakwood Hills Pkwy  
Eau Claire WI 54701  
FAX: (715) 839-1645

**SOUTHEAST REGIONAL OFFICE**  
10730 W Potter Rd Ste C  
Milwaukee WI 53226-3450  
(414) 266-1231  
FAX: (414) 266-1235

**NORTHEAST REGIONAL OFFICE**  
200 N Jefferson St Ste 146A  
Green Bay WI 54301  
(920) 448-5810  
FAX: (920) 448-5110

**CONSUMER INFORMATION CENTER**  
388 Agriculture Dr PO Box 8711  
Madison WI 53708-8711  
(608) 224-4776  
FAX: (608) 224-4939

If the business is located outside of Wisconsin return this form to our Consumer Information Center.

Toll free in WI: (800) 422-7128

FAX: (608) 224-4939  
TDD: (608) 224-5058

EMAIL: [datcpHotline@datcp.state.wi.us](mailto:datcpHotline@datcp.state.wi.us)  
WEBSITE: [www.datcp.state.wi.us](http://www.datcp.state.wi.us)

Q. 15 cont'd:

faulty ball joints. Dan Rafter, crewing crew, had a story on it early in 2004, then recently I learned Dooze was recalling / repairing Dakotas of 2000-2003 models for faulty ball joints.

On 12-21-04 I phoned Dooze Country of Appleton: 4400 W. College Av. Appleton, Wisconsin 54915 ph. 1-800-453-5634 & talked to "Eric" in the Service Dept. I explained the aforementioned information to Eric; he was very cooperative & said 97' models weren't included in the recall. I asked him if the structure, mfg, of ball joints has changed over the model years he replied he did not know.

So, although 1997 models aren't currently included, I feel because of the same problem with the same part in question (ball joints) the model year is irrelevant it's the part that is the cause.

In Sept. 2004(?) I traded the Dakota for a Ford Ranger at Van Bortel Ford Green Bay, WI.

**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).**