

FROM: CHRISTINE HOTCHKISS
P.O. Box 821
NAUGATUCK, CT 06770

10113407

2005 FEB -2 PM 9:45
DATE: 2005 FEBRUARY 14

TO: AUTOMOTIVE SAFETY CONCERNS/COMPLAINTS
NHTSA
U.S. DEPARTMENT OF TRANSPORTATION
WASHINGTON, DC 20590

SUBJECT: RECENTLY PURCHASED 1999 DODGE DAKOTA 5.2 V8 MAGNUM
AUTOMATIC 4X4 CLUB CAB SLE
PURCHASED FROM MITCHELL PRE OWNED CERTIFIED
QUEEN STREET SOUTHLINGTON, CT
VIN# 1B7GG22YXXS [REDACTED]

CONTENT: I JUST PICKED UP MY 1999 DODGE DAKOTA LAST WEEK AFTER
LEAVING IT WITH MITCHELL PRE-OWNED CERTIFIED IN SOUTHLINGTON TO BE
BROUGHT TO MITCHELL DODGE IN SIMSBURY, CT. MITCHELL DODGE IN SIMSBURY
HAD THIS TRUCK FOR OVER THREE WEEKS THIS TIME FOR CONTINUING CUSTOMER
CONCERNS REGARDING FRONT END WOBBLE, VIBRATION, FLEXING/INSTABILITY.
ALSO BRAKE VIBRATIONS, PULSING, SHAKING, TRANSMISSION HARSH
ENGAGEMENT/DISENGAGEMENT, POWER STEERING PUMP MALFUNCTION LEAKAGE
EXTRA PLAY IN STEERING/SLOPPINESS/ WEAVING.

NUMEROUS PREVIOUS PHONE CALLS, E-MAILS, FAXES AND VISITS TO MITCHELL
PRE-OWNED CERTIFIED IN SOUTHLINGTON CT AS WELL AS PHONE CALLS, E-MAILS,
FAXES TO VARIOUS MITCHELL PERSONNEL IN SIMSBURY INCLUDING STEVEN
MITCHELL REGARDING CONTINUING MECHANICAL/SAFETY PROBLEMS RELATED TO
FRONT END HANDLING AND PERFORMANCE, BRAKING HANDLING AND PERFORMANCE,
TRANSMISSION HANDLING AND PERFORMANCE.

I HAVE GOTTEN TWO WRITTEN REPORTS FROM MITCHELL STATING THEY COULDN'T
CONFIRM HANDLING PROBLEMS EXCEPT REPLACEMENT OF (!) HIGH PRESSURE
STEERING PUMP HOSES AFTER CUSTOMER PERSISTENCE REGARDING THIS MATTER.
MITCHELL IN SIMSBURY REPORTS THEY INSPECTED BALL JOINTS AND FOUND THEM
WITHIN TOLERANCE -CUSTOMER STILL FEELS STEERING/FRONT END
VIBRATION AND FLEXING, PLAY SENSATIONS HAD VEHICLE INSPECTED
BY INDEPENDENT CERTIFIED MOTOR VEHICLE REPAIR AND MAP
REGISTERED FACILITY. VEHICLE PLACED ON LIFT FOR EXAMINATIONS -

RESULTS: UPPER & LOWER BALL JOINT DEFECTS -OUT OF TOLERANCE -
NON-CONFORMING.
MITCHELL DID NOT CONFIRM THIS PROBLEM

BAD SHOCK ABSORBERS -(4)
UNEVEN WEAR FRONT TIRES EVIDENT SEE BALL JOINT PROBLEM

TRANSFER CASE PROBLEM/DEFECT EVIDENT
PLEASE SEE ATTACHED INFORMATION

[REDACTED]
2005 Feb 14 2005

Answer
3/3/05

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).