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NVS-200

Sweden 24 feb. -05

EXECUTIVE SECRETARIAT



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Sweden

Hey!

My name is [redacted] and I live in Karlstad, Sweden.
In spring of 2003 I bought the Car of my dreams, a 2000 Dodge Durango 4,7l., from a local retailer that Imports cars from US and Canada.
Good service and a nice car in good condition!

Everything has been great, I love the car, until december when I found a Safety Recall on my vehicle.
It was announced on Dodge website on 14th december -04. I called the local Daimler Chrysler-dealer, Philipson Bil AB, Karlstad, to get sure to avoid any problems and to schedule a service appointment as soon as possible.
I called them the 15th of Dec.
I couldn't go to the retailer I bought it from because he's not the official dealer in my area.
At first the official dealer refused to make a service appointment during this matter but when I asked/told him to call Europe head office to check out if that's right, he called back after a while and told me that the parts was not in stock and he had to order it from the US.
He told me that he would receive the parts in 4 to 5 weeks.
OK, he told me that he would call me when he got hold of the parts.
Under this time I tried to drive as little as possible with the Durango... Not so easy, I have four children and use the car in my work as a musician.
Well, the 5 weeks passed and the 26th of January I got tired of waiting and called him back. He just told me that he didn't receive any parts and I should get a call from him when he had the parts in stock. I have not forgotten you, he said.
Today it is the 24th of February and I still waiting for this call from the dealer.

I hope you can help me to speed things up a little bit!!! I'm afraid of that I can lose control of the car and maybe crash if I don't fix the problem soon.

If I order a part from US or Canada and need it to get to Scandinavia fast, it usually takes about 3 days, if it's no panic I get them here in 10-14 days.
I think that a big company like DaimlerChrysler would get it as fast as I do, don't you?
In the recall it says that if the dealer fails or is unable to remedy this condition in a reasonable time I should send a written complaint to you. So here it is!

I send you a copy of the Safety Recall.



3/9/05

DAIMLERCHRYSLER

*Back to
for Safety!*

SAFETY RECALL - UPPER BALL JOINTS

Dear: (Name)

This is to inform you of a safety issue concerning 2000 through early-2003 model year Dodge Durango 4x4 vehicles and Dodge Dakota 4x4 pick-up trucks. Excessive wear of the upper ball joint may cause the front wheel to separate from the vehicle and result in a loss of control.

The problem is... Water may enter into the front suspension upper ball joints on your vehicle (VIN: xxxxxxxxxxxxxxxxx) and cause corrosion and premature wear. A seriously worn ball joint may cause a "clunking" noise to develop in the front suspension. However, vehicle occupants may not always hear this "clunking" noise. Losing control of the vehicle could result in a crash.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front suspension upper ball joints. The work will take about two hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code D47 on the postcard.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this condition without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code D47

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.