

10113801

Memphis, TN  
February 15, 2005

National Highway Traffic Safety Administration 2005 1577 -C 01 12: 06  
Department of Transportation  
400 7th St., SW, Room 5232  
Washington, DC 20590

To Whom It May Concern:

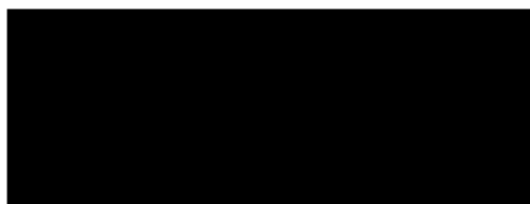
I was the owner of a 1996 Dodge Advenger. During the time I had the car the ball joint and axle broke on the car while I was driving down the street. The mechanic stated to me that the axle broke because I was driving when the ball joint broke and my axle hit the street. At this time in my life I could not afford to pay my car note (\$456 mo.) and pay the auto dealer to fix my car, so I had to send my car to another repair shop that I could afford.

Over 1 year later I received a letter in the mail from DaimlerChrysler that it had issued a recall on the ball joint. I sent them my original sales receipt in which I am attaching a copy to you. I have not been reimbursed as of today. Their excuse for not reimbursing me is because the receipt is not typed its hand written. I have also attached receipts from the repair shop that I use for the current car that I own as proof that most of the repair shops in Memphis hand write their receipts they don't use computers.

I contacted the BBB also and this issue has not been resolved. Please help me to resolve this matter.

Thanks in advance for your help.

Sincerely,



*Merina*  
3/9/05

## DAIMLERCHRYSLER

**SAFETY RECALL TO INSPECT YOUR VEHICLE'S LOWER LATERAL ARM BALL JOINTS AND REPLACE THEM IF NECESSARY**

Dear DaimlerChrysler Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1995 through 2000 model year Dodge Avenger and Chrysler Sebring Coupe and 1995 through 1998 model year Eagle Talon vehicles.

**NOTE:** The 1995 and 1996 model year vehicles listed above were involved in a previous recall for the same issue. To properly correct the condition, these vehicles must also have this recall performed.

***The problem is...***

The front suspension ball joints on your vehicle (identified on the enclosed form) may allow dirt and/or water to enter the ball joint. This can result in premature ball joint wear and cause the ball joint to separate. Ball joint separation could result in a loss of steering control and cause an accident without warning.

***What DaimlerChrysler and your dealer will do...***

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect both lower lateral arm ball joints. If the ball joints are not damaged or worn, the ball joints will be sealed. The inspection and sealant application will take less than an hour to complete. If lower lateral arm replacement is necessary, another hour will be required. 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.
- > Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

***If you need help...***

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above 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 Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Recall Center.

If your dealer fails or is unable to remedy this defect 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.

***Buckle up  
for Safety***

Customer Services Field Operations  
DaimlerChrysler Corporation  
967

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).