

March 5, 2005

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NHTSA
U.S. Dept of Transportation
Washington, DC 20590

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To Whom It May Concern:

I am writing this letter in reference to my 2000 Dodge Dakota Quad Cab (VIN 1B7GG2AX8Y [REDACTED]). My husband (Todd Blair) and I ordered this vehicle and received it "right off the line" from Carriage Towne Chrysler Corporation in Delaware, Ohio on February 28, 2000. We have been the sole owners and I the sole driver of this vehicle since its delivery. I am the mother of two small boys with whom I travel the majority of the time. As of this date, the truck only has 45,000 miles on it.

During the Winter of 2003-2004 I began having problems with the 4WD and the transfer case shifting and was told I would need a new transfer case. Unfortunately last winter I could not afford to have these repairs completed and "made it through the winter". This winter (2004-2005) the truck began to shift out of normal gear while I was driving due to the same transfer case problems. This, in effect, caused me severe safety concerns. When it did go out of gear I would have to "coast" over to the side of the road (whether it be city street or highway) and come to a complete stop before I could get the truck to shift back into gear again.

I do not feel as though a truck of this age with only 45,000 miles on it should require this type of necessary repair. This cannot fall under the "normal wear and tear" category. This opinion was shared by the shop that completed the repairs. They have stated that you may contact them to discuss this part and repair with them at the number listed on the invoice. The shop owner is Dan Stout.

The repair bill for this occurrence alone was \$1,211.93 (copy enclosed). I requested to keep and currently have the original transfer case in my possession. I am formally requesting that this transfer case be examined as I believe the part to be defective and I would like reimbursement for this repair. I can take this part to Carriage Towne for anyone who would like to examine it.

I can be contacted at the following numbers on the days listed. Monday, Wednesday and Friday at 740/833-2124, on Tuesday and Thursdays and in the evenings at 740/369-1191.

Sincerely,

[REDACTED]

Cc: DaimlerChrysler Motors Corporation Customer Center

Janou
3/29/05

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).