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computer and multimedia solutions

FACSIMILE TRANSMITTAL SHEET

TO: NHTSA	FROM: [REDACTED]
COMPANY:	DATE: 9-7-05
FAX NUMBER: 248-477-1214	TOTAL NO. OF PAGES INCLUDING COVER: 2
PHONE NUMBER: 248-840-2327	SENDER'S REFERENCE NUMBER:
RE: Avenger Recall	YOUR REFERENCE NUMBER:
☐ URGENT ☒ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE	

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NHTSA
506/14
4/13/05

20551 Springview
Farmington Hills, MI

Description:

In Feb. of 2004 I took my 1997 Dodge Avenger into the dealership to have the ball joint recall taken care of. I also paid \$85 for a full inspection while I was there. I was told I was all set and sent on my way. 13 months later, March 27, 2005, my ball joint broke on my car which broke the axle and threw me into a tree at 45 mph. I was not injured badly but I am on muscle relaxants for whiplash. After an inspection from a private service center my Avenger was taken into the same Dodge dealership and they agreed with the private service center that it was the ball joints, and that was when I was told that my ball joints were never replaced in the recall only inspected by guidelines. I was never told they were not replaced, but previous to the accident I knew something did not feel right with my car. I had it looked at and wheel bearing replaced at Belle Tire, but I had told the mechanics that the ball joints were new so they never looked at those specifically. I was under the impression they were new because I was never told otherwise and I had thought that is what recalls were supposed to do. Dodge is claiming that it was normal wear that caused my ball joints to break, but it has only been 13,000 miles since they were inspected and had I known they were not new ball joints I would have had them replaced myself prior to the accident. Dodge is offering to replace the ball joints, but not the body damage nor my medical bills. I have not accepted their offer because I am currently speaking to a lawyer about my rights as a mislead consumer. I am scared for the lives of other Avenger drivers who are under the same misconception of new ball joints that I was because if I was on the freeway when this happened I have no doubt in my mind that I would have died.

Occurred: March 27, 2005

1 failure

0 deaths

1 injury

Fire: no

Property: no

crash: yes

report to police: yes

Fax #: (202) 366-7882

THANK YOU!