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[REDACTED]
Warsaw, Missouri [REDACTED]

[REDACTED]
July 7, 2005

COMMUNICATIONS SECTION

2005 JUL 14 12 33 PM

Daimler Chrysler
P. O. Box 610207
Port Huron, MI 48061-0207

Dear Sirs,

I had my ball joint recall service done on my 2000 Durango. Reference file 13332228. The work was done and I was informed that the lower joints were also out and beyond local safety inspection allowances. The service manager said the lower joints were caused by the upper joints being out so badly that, the vibration caused excessive wear. He said they could not warranty the lower joints since it was past the 36-month period in spite of the cause being the recall item. I called and filed a complaint on your hot line and was told nothing could be done but someone would get back to me. I have heard nothing to date and feel you should reimburse the \$387.90 it cost me to correct your problem. I had the joints inspected every service appointment as I was concerned due to the publicity on the ball joints. Why would both upper and lower go bad in a period of months and a few thousand miles? The mileage on my Durango was only 32743 miles at the time of repair. This vehicle has really had allot of problems since we bought it and we put way below average miles on our vehicles. Pity if someone who put allot of miles on the road had gotten this Durango.

Please advise as soon as possible.

[REDACTED]

cc. Administrator, National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C. 20590

PLEASE CONSIDER THIS COPY A
COMPLAINT. THANK YOU

[REDACTED]

ALAK
7/14/05