

STEPHEN G. THOMAS & ASSOCIATES CO., LPA

Stephen G. Thomas
Grant J. Keating
Of Counsel:
Loma Fried Titlebaum

35 River Street, Level B
Chagrin Falls, Ohio 44022
(440) 247-4765

www.sgtlaw.net
Fax: (440) 893-9138
chaglaw@sgtlaw.net

February 14, 2006

Daimler Chrysler Motors Corporation
Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004

2006 MAR - 2 PM 2:30

Re: 2003 Jeep Liberty
VIN: 1J4GL4 [REDACTED]
Dealer's Name: Junction Auto, Chardon, Ohio
Delivery Date: August 22, 2002
Current Mileage: 67,684
Owner: [REDACTED]
Address: [REDACTED], Chagrin Falls, Ohio [REDACTED]

To Whom It May Concern:

I am requesting that Daimler Chrysler cover the cost of recent ball joint repairs to my 2003 Jeep Liberty.

We first leased the vehicle on August 22, 2002, when we took delivery of a new automobile. The vehicle was purchased on August 26, 2005, following my lease of the vehicle.

On February 11, 2006, we experienced a failure of the upper right ball joint. The polymer bushing and seal for this part failed to maintain "permanent" lubrication. The ball joint socket simply wore out. The joint does not have a grease fitting, and the design for maintenance without adding grease obviously has proved defective.

I believe this joint should not fail before 150,000 miles.

It cost me \$618.41 (exclusive of routine maintenance) to repair the failed ball joint. I have saved the ball joint for your inspection. I enclose a copy of my repair invoice for your review and reimbursement.

This failure was noticed in a parking lot. A failure on the highway would have been very dangerous.

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This is the third Chrysler vehicle we have acquired over ten years from Junction Auto. We financed our purchase in part through your frequent buyer's program.

I hope you are willing to do something for repeat customers who have suffered a premature failure of a critical part.

Sincerely,



SGT:kn

enclosures

cc: NHSTA w/o enc.
U.S. Dept. of Transportation ✓
Washington, D.C. 20490

Junction Auto w/o enc.
12423 Mayfield Road
Chardon, Ohio 44024