

July 10, 2006

West Bloomfield, MI

DaimlerChrysler Motors Corporation Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

2006 JUL 31 PM 8:50

Dear Customer Service,

I am writing in regards to the second failure of the drivers power seat track on my 2000 Durango.

A total of three seat tracks have been installed in the vehicle over its life so far (original build seat track, plus two replacements).

The first (original build) seat track was replaced in 2/2002 at 35K miles, under warranty.

The most recent failure occurred at ~85K miles, or only 50K miles in service for it.

The second replacement (replacement of the 1st replacement) was replaced by myself this past weekend, at a discounted price cost for parts only of nearly \$600! The track being the most expensive part, but several mandatory additional parts were required. If I had not been able to obtain a discount through my employer, it would have cost me an additional \$100 out of pocket!

In addition to the structural failure of the seat track, I discover that the seat frame itself was cracked in two areas at the point of seat track attachment. Before I was able to replace the seat track, I had to weld up the set frame, or it would have caused a future failure & unsafe condition itself, due to the stress at that mounting area.

Before the seat track was replaced, the seat would rock back & forth approximately 1". At each acceleration from a stop, the seat would rock, causing a disconcerting feeling for the driver. **Due to the severity of the structural failure of both the seat track & the seat frame, I have every confidence that if I had been involved in an accident that a total failure of the seat would have occurred, causing severe physical injury or death!**

There is no reason this part should have failed over such a short life, let alone multiple failures. I have owned many vehicles over my lifetime – with both manual & power seats, with mileages achieving the 100K -120K+ levels before I sold them, & none of them have had one seat track failure!!

Comparing the 2nd replacement to the 1st replacement failure, I could see no change in design, & I have zero confidence that this new seat track will survive the life of the vehicle, making another costly replacement necessary.

This is a safety item that should last the entire life of the vehicle. Also, considering it is not surviving intended design life, I should not have to pay for the defective safety design failure. Therefore, I should be refunded the full amount of the repair parts, any future repairs in this area, & a replacement of the seat frame – at no cost to me.

Attached are photos of the failure, & service records & invoices. Recent failed part is available for review if needed – I will retain it for a short period, so please contact quickly if needed.

Due to the safety nature of this failure, I expect a quick resolution from DaimlerChrysler.

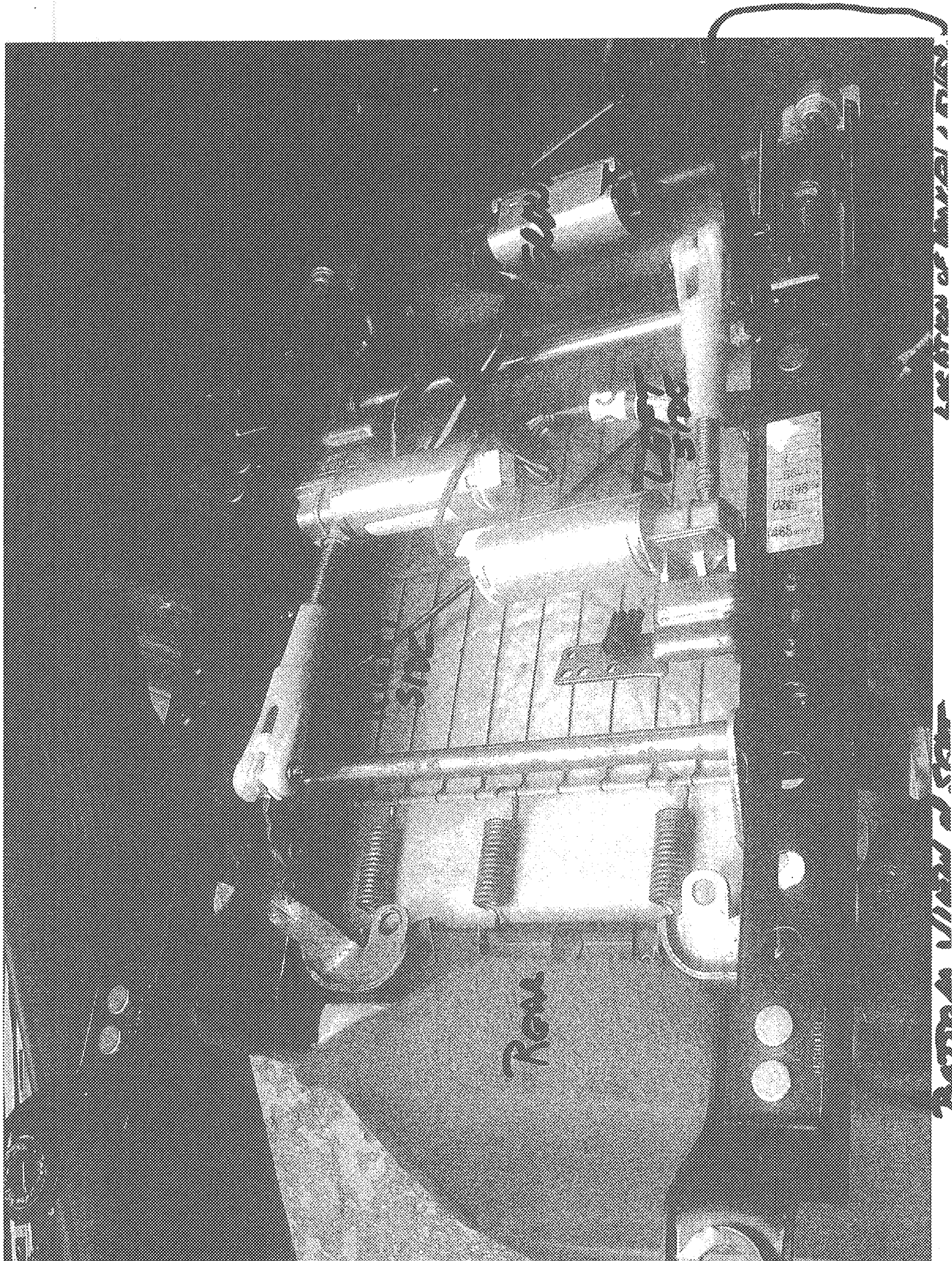
Cc: NHTSA U.S. Dept. of Transportation Washington, DC 20590
IIHS 1005 N. Glebe Road, Suite 800 Arlington, VA 22201
Public Citizen 1600 20th Street, NW Washington, DC 20009

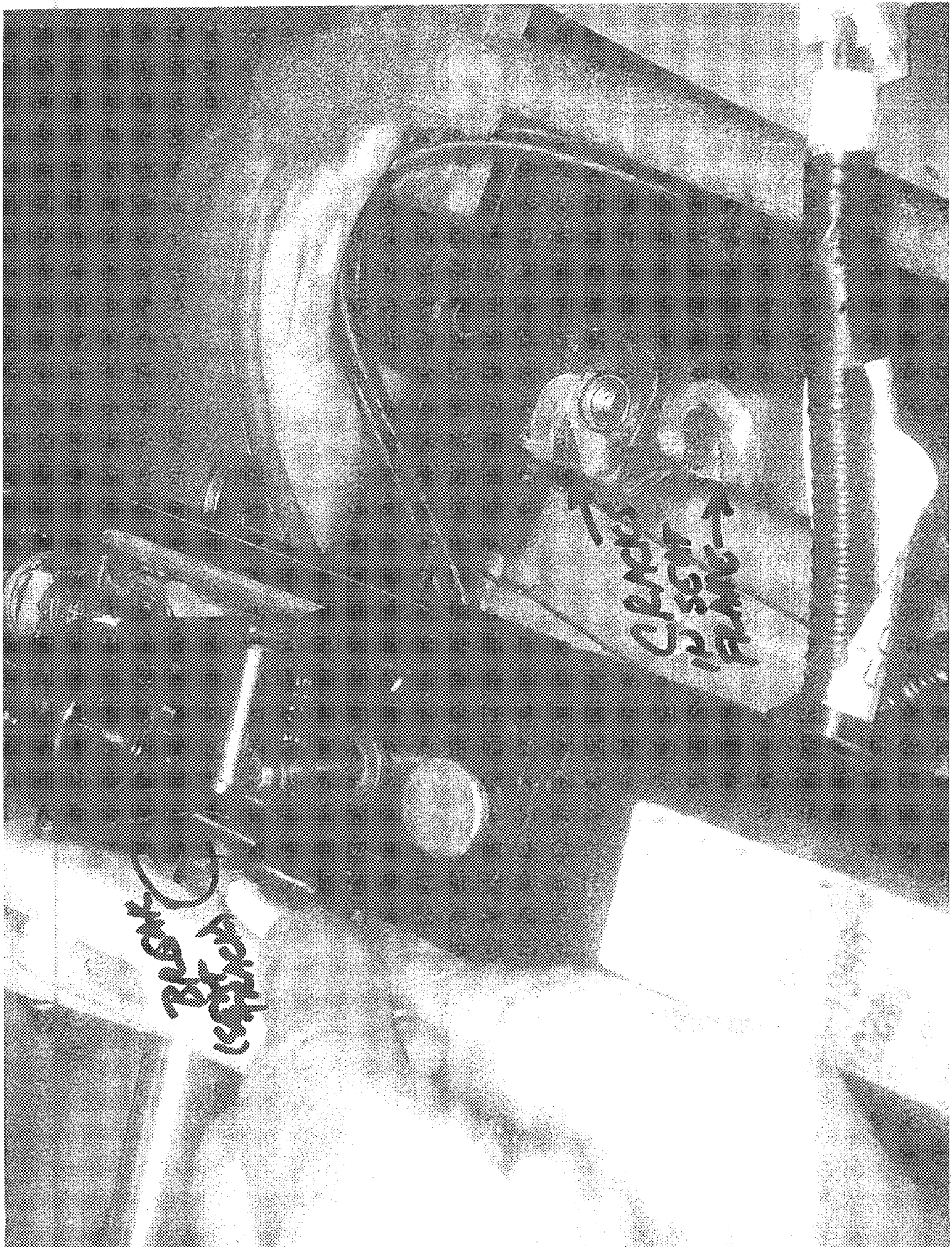
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ACT (FOIA), 5 U.S.C. 552(b)(6).