

CL-101900 74-8527
NVS-200

4-02-07

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

RE: Champion Chrysler-Jeep, Inc. / Safety Recall F23 - Lower ball joints
(VIN: 1J4GL58K13W [REDACTED])

I have a complaint with the Safety Recall F23 - Lower ball joints repair which was performed at Champion Chrysler-Jeep, Inc.

The dealership called me at work, to let me know that when they were replacing the lower ball joints, they discovered the right upper ball joint was completely rusted and in pieces, and had to be replaced, as well. It was a "catch 22" according to them. I had to pay an extra \$265.00 + tax to have the right upper ball joint replaced. The service person also stated that the only thing holding the joint in place was the weight of the jeep and that this was a very serious thing that could have caused a major problem and "I was very lucky that this was figured out there and not while I was driving." If this is the case, why weren't the upper ball joints recalled and replaced as well? The upper ball joints are apparently already rusting out. Now every time I drive the Jeep, I wonder if its safe, as the left upper ball joint was not replaced.

I am a single mom who works two jobs to make ends meet. This added unexpected expense, which apparently couldn't be avoided, without risking my families health & well-being, is very upsetting to me.

I am not a mechanic and have no way of knowing if this "catch 22" is a way for the dealership to charge additional services. I know that if the recalled Jeeps all have to have the same type of unexpected work done, someone is benefiting and it isn't the customer. If this is a problem found in Jeeps, that can result in loss of steering control and cause a crash, it should be replaced at the manufacturers expense, to avoid further litigation after a crash related to the ball joints.

I am very upset that responding to a recall notice, that was suppose to be repaired "free of charge", has turned out to be a "catch 22" type situation, costing me. I am addressing this with you in writing, as the first step, in understanding how this recall was initiated for only the lower ball joints, with the upper ball joints not being included, then the customer being charged for the upper ball joints being replaced.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

Lee's Summit, MO [REDACTED]

aa
5/2/07
CC

DAIMLERCHRYSLER

SAFETY RECALL F23 – LOWER BALL JOINTS

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some **2002 through 2006 model year Jeep® Liberty vehicles.**

NOTE: 2002 and 2003 model year vehicles involved in a previous ball joint recall must also have this recall performed.

The problem is... Water may enter into the front suspension lower ball joints on your Jeep (VIN: 1J4GL58K13W[REDACTED]). This can cause the ball joint to corrode and separate. Ball joint separation can result in a loss of steering control and could cause a crash without prior warning.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front lower ball joints. The work will take about 1 hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler P.O. Box 4639 Oak Ridge, TN 37831, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code F23

*Buckle up
for Safety!*

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

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).