

[REDACTED]
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Pasadena, Maryland [REDACTED]

2007 SEP 13 AM 8:05

EXEMPTIVE SER. EXAMIN

2007 SEP 12 A 8:32

August 27, 2007

THANK YOU FOR

Administrator
National Highway Traffic Safety Administration
400 seventh street, SW
Washington, DC 20590

In January 2007 we received safety recall F-23-Lower Ball Joints. We took our 2004 Jeep Liberty to Daimler Chrysler and were told that we were #700 on a waiting list to have this repair made. They stated that the factory was not sending our enough parts to fix all the problems.

In July we received another notice for the same F-23-Lower Ball Joints. We called Daimler Chrysler in Glen Burnie, Maryland and was now told that we were #500 on the waiting list for repairs.

My questions to you are: Who is going to do something about this problem when we cannot get the dealership to fix the problem. Also who is going to pay to fix my son when the "ball joints corrode and separate without warning, losing steering control and causing him to crash"?

I had a recall on my Ford Escape and it was fixed immediately...no waiting lists, no missing parts. Please if there is something you can do for us to speed up this process, we would be most grateful.

[REDACTED]

MIC
09/13/07
KB