

DAIMLERCHRYSLER

*Build to
No Safety!*

SAFETY RECALL - UPPER BALL JOINTS

Dear: (Name)

This is to inform you of a safety issue concerning 2000 through early-2003 model year Dodge Durango 4x4 vehicles and Dodge Dakota 4x4 pick-up trucks. Excessive wear of the upper ball joint may cause the front wheel to separate from the vehicle and result in a loss of control.

The problem is... Water may enter into the front suspension upper ball joints on your vehicle (VIN: XXXXKXXXXXXXXXX), and cause corrosion and premature wear. A seriously worn ball joint may cause a "clunking" noise to develop in the front suspension. However, vehicle occupants may not always hear this "clunking" noise. Losing control of the vehicle could result in a crash.

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 suspension upper ball joints. The work will take about two hours 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 enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code D47 on the postcard.

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 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this condition 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 Auto Safety Hotline at 1-888-327-4236.

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 D47

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