

OOE - 10/4766/

Lash, Chris <NHTSA>

From: [REDACTED]
Sent: Tuesday, March 14, 2006 10:15 AM
To: Lash, Chris <NHTSA>
Subject: RE:

HI CHRIS!!

Thanks for calling yesterday!

I have all the papers from dealership's work. I am going to make copies of it for you today. I will send the papers to you tomorrow. The guy that called me from Chrysler is named Mark Wipples (I don't know how to spell his last name). His phone number is 443-745-8477. This is how things went from the first phone call from Chrysler on Feb. 17, 2006: Mark from Chrysler first called me on Friday Feb 17th. When I returned his call he told me Chrysler wanted my Durango for a week to check it out. Mark told me to contact Burgunder Dodge to drop off the Durango. When I talked to Burgunder Dodge they told me Chrysler Engineers would be in contact with them to discuss the tests to run and what things to look for with my Durango. When I was called to pick up the Durango from Burgunder Dodge on Monday March 6th, Avery from Burgunder Dodge stated that the Chrysler engineers did NOT contact them or return their phone calls to discuss the testing and diagnosis of problems with my Durango. I called Mark from Chrysler on March 6th to get some answers from him. When talking with Mark, he asked me to call him back the next morning. I called Mark on the morning of March 7th. I did ask him to find out about putting a co-pilot on my Durango. He would not help me with that. I bickered with him about the milage put on the Durango and how the Chrysler engineers did not contact Burgunder Dodge in regards to assisting in the diagnosis of the Durango's stalling issues. Basically, Mark didn't even know what Burgunder Dodge did with my Durango. I had to call Mark back with the VIN #, when I did, THE ODDEST THING MARK SAID TO ME WAS: "maybe the Durango won't even stall again since the mechanic checked the wires and connectors and they probably cleaned them, It could have just been a dirty wire or something...." That was the dumbest thing I have ever heard in my whole life! Also keep in mind when Mark said this he STILL admitted he did not know what Burgunder Dodge did to my Durango. I maybe a woman, BUT, do these people expect to BS me to believe that this 5.7 liter, 335hp engine with the legendary HEMI name, And costs me a \$500 a month car payment can possibly be this much trouble over something dirty?? I THINK NOT! I found it offensive that Mark from Chrysler would try to BS me with a stupid theory like that!

OK, I will get you the papers I have!
Have a great day!!

Thanks!!

[REDACTED]

"Lash, Chris " <Chris.Lash@nhtsa.dot.gov> wrote:

EQ
Rec. 1-12-06

Hello [REDACTED], any documents regarding your vehicle would be appreciated.

You can mail to:

Bridgeville, PA 15017 Phone 800-646-7280 Email [Contact Us](#) Fax 412-221-1784"?

And do you have the name of the service manager or technician?

Chris Lash
Defects Investigator
ODI/NHTSA
202-366-2370

From: [REDACTED]
Sent: Monday, March 06, 2006 4:29 PM
To: Lash, Chris
Subject:

It's me again here...

One more update.....I talked with the guy from Burgunder Dodge again. Basically, They put 403 miles on the Durango (I am getting tierd of paying \$500 a month fo other people to drive my Durango around) and they are NOT putting a "black box" on the Durango. They did NOT check the ignition components, steering components, and fuel tank. The engineer from Chrysler did NOT call the dealership back!! Chrysler was really not involved with checking my Durango. Very disappointed with Chrysler!!

-THANKS!
[REDACTED]

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400 7th Street SW
 Washington DC 20590
 Rm5319 NVS213-Cla

Or FedEx to the same address : Account - 1508-3154-7

I don't think I sent a copy of DaimlerChryslers latest response to us so I have attached it.

Thank you in advance,

Chris Lash
 Defects Investigator
 ODI/NHTSA
 202-366-2370

From: [REDACTED]
Sent: Tuesday, March 07, 2006 11:55 AM
To: Lash, Chris
Subject: RE:

Hi Chris,
 Burgunder Dodge's number is 412-221-9500. I talked with Avery about it yesterday. Art Harding is the manager of the service department. When I first took the Durango to Burgunder I explained the issues I was having with Scott. They ran diagnostics on the computers and checked connectors. Anyways, they put 400+ miles on the Durango while it was hooked up to one of their tech scanners. 400+ miles in less than a week is too much to put on another person's car! I gotta pay for this SUV and they are wearing out my tires! I figured they would drive it a little, but I also figured they would take some things apart and actually look inside the Durango. Burgunder told me that the Chrysler engineers were not really involved. I was under the impression that Chrysler would have their engineers contact Burgunder by phone to assist with work on the Durango.

I talked with Mark (Can't recall his last name) from Chrysler today. I have no idea what he does or what he is going to do. He is the person that called me and said "Chrysler" wants the Durango for a week and I should make an appointment for Burgunder to have the car. I told mark everything I told you.

Anyways I am still holding out hope that I can get a "black box" recorder installed on the Durango AGAIN. I would feel a little better about that.

Have a good day!!
 Thanks!

"Lash, Chris " <Chris.Lash@nhtsa.dot.gov> wrote:

Hello [REDACTED], sorry to hear that you continue to have trouble with your Durango, I would like to talk to the dealer that just serviced your truck. Is this it "Burgunder Dodge 3000 Washington Pike

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