

Administrator:
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

October 21, 2006

CL-10181612-4044

During the entire time that I have owned this vehicle there have been the problems associated with the "two wheel anti-lock brake system". Frequent visits to the Dodge City of Countryside, Service Department have not resolved the issue at all.

A letter to DaimlerChrysler Motors Corporation Customer Center resulted in a response suggesting that I return to the same place which would/could not repair the problem.

The Dodge Durango and the Dodge Dakota pick-up truck both share a common chassis so the problem would associate with both vehicle types.

Two other Dodge Durango owners in my area have experienced identical problems and associated accidents because the "anti-lock brakes" functioned as they did and locked the rear tires while the front tires could still turn.

I am asking that the NHTSA have DaimlerChrysler Corporation:

1. Issue a Safety Recall to install a properly designed anti-lock brake system in these vehicles.
2. Compensate owners for repairs and damages associated with the faulty brake design.

The vehicles noted in this letter are:

2000 Dodge Durango, VIN 1B4HS28N7YF [redacted]

[redacted]
[redacted]

Countryside, Illinois [redacted]

[redacted]

1999 Dodge Durango, VIN 1B4HS28Y9XE [redacted]

[redacted]
[redacted]

Willow Springs, Illinois [redacted]

[redacted]

2000 Dodge Durango VIN 1B4HR28Y4YF [redacted]

[redacted]
[redacted]

Willowbrook, Illinois [redacted]

[redacted] (cell phone)

Enclosures:

[redacted]
[redacted]
Countryside, Illinois [redacted]
[redacted]

Frank J. Jahn
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1/30/07
CC

DaimlerChrysler Motors Corporation Customer Center
Post Office Box 21-8004
Auburn Hills, Michigan 48321-8004
(800) 992-1997

November 27, 2005

Subject: Anti-Lock Brakes
2000 Dodge Durango
VIN: 1B4HS28N7YF [REDACTED]

This vehicle, as sold was to have functional ANTI-LOCK brakes. At this point in its history, it still has a system which is not Anti-Lock by any stretch of the imagination.

Dates of most occurrences can be referenced by the dates of the service visits to Dodge City of Countryside Service Department records. Dodge City of Countryside Service Department did not record all visits regarding the brake problem and/or a related situation with the periodic dashboard warning lights and cruise control difficulties.

The faulty brake situation became apparent during a hard braking stop, on normal cement pavement on Interstate 55 at about 55 miles-per-hour. The rear brakes locked causing the axle to bounce severely. The back of the vehicle started swerving to the side. The rear axle bounce and vehicle instability seemed to reduce the effectiveness of the front brakes. The ultimate result was a very slight bumper impact with a semi-trailer. Soft enough that the truck driver was not aware of the contact. The air bag did not deploy. It however did leave a dent in the front bumper of the Durango. In all visits to the Dodge City of Countryside Service Department included requests to have the bumper repaired since the damage was a direct result of brake failure were unheeded. Through the administrations of several service managers, the requests went totally ignored and unrecorded with the attitude that "its not our problem".

Several service visits to the dealer for warranty work on the system for the problem resulted only in my getting a \$90.00 bill for brake service. I demonstrated to the dealer and his service technician that their "brake service" did nothing to resolve the problem and had no discernable effect on the erratic performance of the brake system. The attitude was "well you should have it done anyway". Speaking with several of the staff, the Durango and Dakota apparently need some cleaning to remove dust, which has no exit point engineered into the system, as it is worn from the shoes and drums. This seems to be another safety concern.

The end result of this is that the Durango has brakes which lock the rear wheels before the "anti-lock" system is functional. On this particular vehicle, with clean, dry pavement, it amounts to a brief moment to several feet of locked rear tires. Yes, it does vary from stop to stop. If the pavement is wet, icy or gravel, which exist every winter where this vehicle is operated, this period can extend to several car lengths. Under some ice/sleet/snow conditions, the rear wheels apparently stay locked until the brake pedal is released and reapplied as in the "old school" pumping the brakes. Considering all conditions where the

rear wheels are locked for an indeterminate and variable period on slippery pavement, the vehicle is now subject to abrupt, uncontrolled skidding, sliding and a spin out. Yes, all of the above have happened with this vehicle.

At one point, the Dodge City of Countryside Service Manager suggested that the problem was worn front brakes and no further diagnosis could be done until the front system was reconditioned. In part, the problem was defined as "pitted front rotors" causing the difficulty. The pitting and hard spots in the front rotors is from low grade castings. Complete front brake service including new rotors and brake pads did nothing to resolve the rear brake issue.

I had requested that the Dodge City of Countryside Service Manager, Jake Schultz, provide a letter regarding the above noted condition. He did respond with one short letter simply stating that the brakes were acceptable. A second request yielded a S.T.A.R. CENTER CASE REPORT, Case Ref. 3903388 in which another customer has an apparently identical problem. A neighbor of mine with a Durango has the same problem. Fred Walke & Tom Lau (Chrysler Support) may not have taken the effort to duplicate the condition, but it does exist. I have been asking for assistance through the dealer service with, obviously, no positive results.

I am asking that DaimlerChrysler Motors Corporation:

1. Re-engineer and replace the faulty "anti-lock" brake system with a functional brake system which does not cause erratic and unpredictable braking.
2. Repair/replace the damaged front bumper which was the result of the noted brake failure. No, I do not want my insurance company and the attendant deductible costs and accident record involved. This is not a problem which I need to pay for with the cost of the deductible and increased insurance rates.

No true or worthwhile anti-lock system would lock the wheels before activating. The problems associated with a system that does this are very predictable and common to this vehicle. No other vehicle which I have driven with any form of anti-lock brakes even begins to perform in such a eccentric manner. The title of "Anti-Lock Brakes" should mean exactly that.

[REDACTED]
[REDACTED]
Countryside, Illinois
[REDACTED]
[REDACTED]