



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20690

June 12, 2007

NVS-216 aac
Ref. # 10192132

Davenport, IA

Dear

Thank you for your correspondence dated March 24, 2007, concerning your Model Year (MY) 2003 Dodge Durango vehicle. The Department of Justice forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. It was received on May 22, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

A review of our database relative to the 4-wheel drive shifting into low gear while driving, in MY 2003 Dodge Durango vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

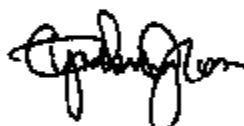


VEHICLE SAFETY HOTLINE
888-327-4236

[REDACTED] DaimlerChrysler provides arbitration for new vehicle owners' requests for assistance with repairs or vehicle replacement; however, your vehicle is 5 years old and does not fall within their guidelines. Additionally, due to the age of your vehicle the lemon law within your state may not be applicable. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Iowa Office of the Attorney General regarding your problems and concerns regarding the sale of DaimlerChrysler vehicles within the state of Iowa. As stated above we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers. We are sorry we cannot provide any further assistance at this time.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass".

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement