



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

2007 NOV -7 PM 3:26

1200 New Jersey Avenue SE
Washington, DC 20000

[REDACTED]
Cedar Rapids, IA [REDACTED]

NVS-216 nlm
Ref. # 10206081

Dear Ms. [REDACTED]:

Thank you for your correspondence dated October 1, 2007, concerning recall repair of the instrument cluster on your model year (MY) 2004 Dodge Durango. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on October 11, 2007.

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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We sympathize with you concerning the service problem you encountered with Cedar Rapids Dodge; however, this does not fall under our jurisdiction. 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 problem and your rights under the Iowa Lemon Law. You may also ask your dealership for a meeting with a Chrysler district manager regarding your problem.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices.

NHTSA
www.nhtsa.gov

There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is written in a cursive, flowing style.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement