

CL-10277964-4922

**From:** Reid, Randy (NHTSA)  
**Sent:** Thursday, August 06, 2009 2:49 PM  
**To:** Jackson, Norris CTR (NHTSA)  
**Subject:** FW: Case Escalation  
**Importance:** High

2009 AUG -6 PM 3:44

Norris, please assign this EVOQ to the next available writer. Two ODI numbers are referenced; however it's the same owner and vehicle.

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**From:** hotline-inquiries, NHTSA (NHTSA)  
**Sent:** Thursday, August 06, 2009 1:53 PM  
**To:** Reid, Randy (NHTSA)  
**Subject:** FW: Case Escalation  
**Importance:** High

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**From:** NHTSAHotline@telesishq.com [mailto:NHTSAHotline@telesishq.com]  
**Sent:** Thursday, August 06, 2009 12:06 PM  
**To:** hotline-inquiries, NHTSA (NHTSA)  
**Subject:** Case Escalation  
**Importance:** High

**Notification of Case Escalation (All times are GMT-0400)**

**Project:** NHTSA Hotline Center  
**Case:** Complaint  
**Case Number:** 122297  
NHTSA **Status:** Closed

**Escalation:**  
**Date:** 2009-08-06 **Time:** 12:05:59  
**Creation Date:** 2009-07-09 **Creation Time:** 14:06:25

**Description:**

*Entered on 08/06/2009 at 12:05:59 EDT (GMT-0400) by Renee Kearse:*

TL THE CONTACT OWNS A 2004 DODGE DURANGO. WHILE DRIVING 8 MPH IT STALLED AND SHUT OFF. THE ELECTRICAL INSTRUMENT PANEL DISPLAYED A MUFFLER SIGN AND THE LIGHTS SHUT OFF; HOWEVER, THE DEALER STATED THAT IT WAS NOT RELATED TO RECALL 07V092000, ELECTRICAL SYSTEM, INSTRUMENT PANEL. THE ELECTRICAL INSTRUMENT PANEL WAS REPLACED ON THREE OCCASIONS. THE DEALER STATED THAT THE REPLACEMENTS WERE CONSIDERED AS GOOD WILL REPAIRS. THE DEALER ALSO ADVISED THEM TO HAVE THE VEHICLE DIAGNOSED BY A DEALER IN THE STATE. THE MANUFACTURER AND THE STATE ATTORNEY GENERAL HAVE BEEN NOTIFIED; HOWEVER, THE MANUFACTURER HAS NO RECORD OF THE COMPLAINT. the dealer has diagnosed the failure and stated that there are other components that caused the failure including the battery. The steering wheel ALSO LOCKED AND the vehicle SHUT OFF. IN January 2009 another dealer stated THAT THE FAILURE was not related to the instrument panel; however, the diagnostic machine indicated that it was. THE CONTACT CANNOT DRIVE THE VEHICLE BEYOND 8 MPH. THE FAILURE MILEAGE WAS 3 AND THE CURRENT MILEAGE WAS 86,384.

THE DEALER REPLACED THE INSTRUMENT PANEL BECAUSE IT WAS A GOOD WILL REPAIR AND THAT WAS CHOSEN SO THAT THEY CAN GET A

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LOANER VEHICLE. THEY HAVE BEEN UNABLE TO REACH THE DEALER AND THE MANUFACTURER. THE STATE ATTORNEY GENERAL WAS TOLD THAT THE CONTACT THAT THE WARRANTY EXPIRED. THEY CONFIRMED THAT THE WARRANTY WAS NOT EXPIRED IT BEGAN AT 40K MILES AND COVERED THE POWER TRAIN WARRANTY BUT NOW STATED THAT THE EGR VALVE WAS REPAIRABLE AT 70K AND NOW IT IS 80K MILES. THE CONTACT HAS DOCUMENTS THAT INCLUDES THE MILEAGE WHEN IT WAS PURCHASED AND THAT IT WAS REPORTED TO MANUFACTURER ON SEVERAL OCCASIONS THAT THE VEHICLE STALLED; HOWEVER, THEY HAVE NO RECORD OF IT. THE CONTACT WAS NEVER ISSUED A COMPLAINT NUMBER EACH TIME THEY FILED THE COMPLAINT WITH THE MANUFACTURER. THE RAIN CONDITIONS CAUSED THE FAILURE TO OCCUR MORE FREQUENTLY. THE POLLUTION CONTROL IS FAILING AND IS NOT PUSHING OUT THE DIRTY AIR. AN INDEPENDENT MECHANIC STATED THAT THE VEHICLE HAS SEVERAL COMPUTERS AND WHENEVER IT NEEDS TO BE UPDATED THE DEALER DOESN'T UPDATE THEM WHEN NEEDED AND IT ONLY OCCURS WITH THE 5.0 ENGINES.

The contact requested that her complaint be escalated to NHTSA. Several complaints have been filed and the most recent is 10277964. rk

*Entered on 07/09/2009 at 14:06:25 EDT (GMT-0400) by Coralie Perez:*

TL- THE CONTACT OWNS A 2004 DODGE DURANGO. THE VEHICLE HAS BEEN EXPERIENCING RANDOM ACTS OF OVERHEATING. IT MAY OCCUR AT ANY TIME WHETHER THE VEHICLE IS IDLE OR WHILE THEY ARE TRAVELING BETWEEN 30- 55MPH. WHEN IT DOES OCCUR, THEY MUST PULL THE VEHICLE OVER AND WAIT FOR IT TO COOL DOWN. ALSO IF THE DOORS IN THE VEHICLE ARE OPENED FOR MORE THEN 5 MINUTES THE VEHICLE WILL NOT START. IN ORDER FOR IT TO RESTART, THE VEHICLE MUST BE JUMPED WITH JUMPER CABLES. THE VEHICLE HAS NOT YET BEEN TAKEN INTO THE DEALERSHIP BUT SHE FOUND A RECALL ONLINE REGARDING THIS PROBLEM ( Manufacturer: DAIMLER CHRYSLER CORPORATION Mfr's Report Date: MAR 06, 2007 NHTSA CAMPAIGN ID Number: 07V092000 EA06015 NHTSA Action Number: EA06015 Component: ELECTRICAL SYSTEM: INSTRUMENT PANEL ) SHE THEN CALLED THE MANUFACTURE AND THEY STATED THAT IT DID NOT APPLY TO HER VEHICLE. THE FAILURE MILEAGE WAS 40,000. THE CURRENT MILEAGE IS 80,000.- CP

ODI- 10276226

**Contact Information:**

**Last Name:** [REDACTED]      **First Name:** [REDACTED]  
**Address:** [REDACTED]  
**City:** MAPLE GROVE **State/Province:** MN Minnesota  
**Zip:** [REDACTED]      **Country:** United States  
**Phone:** [REDACTED]      **Email Address:** [REDACTED]  
**NHTSA ID:** 64554      **ODI #:** 10256379