



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

November 6, 2009

██████████
██████████
Maple Grove, MN ██████████

NVS-216 nlm
Ref. # 10277964

Dear ██████████

Thank you for your correspondence dated August 6, 2009, concerning stalling of your model year (MY) 2004 Dodge Durango. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on August 6, 2009. 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 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 appreciate the report you provided. Reports from motorists are a very important source of information for us. On September 20, 2000, NHTSA's Office of Defects Investigation (ODI) opened an investigation (EA05-018) concerning engine stalling issues in MY 2004 Dodge Durango vehicles to determine if service campaigns for stalling should have been conducted as safety recalls. The investigation was closed on November 2, 2005. The enclosed summary describes the investigation and explains why we decided to close it without requiring the manufacturer to conduct a safety recall. As with any investigation, all relevant information was examined thoroughly before this decision was reached. The agency will continue to monitor complaints and other information relating to stalling in these vehicles; however, in the absence of a finding of a safety-related defect, we are unable to take any additional action at this time.

In addition, a review of our database relative to engine overheating revealed insufficient evidence to warrant opening a safety defect investigation at this time. A brochure explaining the



investigation process is enclosed for your information; or you may visit our website at: <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. I urge you to continue working with the manufacturer and the State Attorney General to resolve the issues concerning your vehicle.

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 'K. DeMeter', with a long horizontal flourish extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

Enclosures