

SEP - 7 2010



DARRELL V. McGRAW, JR.
ATTORNEY GENERAL

PHYSICAL ADDRESS:
812 Quarrier St.
Charleston, WV 25301

MAILING ADDRESS:
P. O. Box 1789
Charleston, WV 25326-1789

E-Mail: consumer@wvago.gov
<http://www.wvago.gov>

STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL

August 31, 2010

Consumer Protection
and Antitrust Division
(304) 558-8986

Preneed Funeral Services
(304) 558-8986

Consumer Hotline
1-800-368-8808

FAX: (304) 558-0184

Office of Defects Investigation
1200 New Jersey Ave., SE
NVS-216
Washington, DC 20590

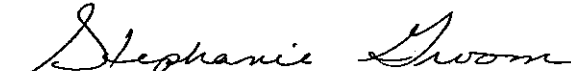
Re:

[REDACTED]
Martinsburg, WV [REDACTED]

Dear Sir or Madam:

Enclosed please find a copy of a consumer complaint sent to our office. We would appreciate you investigating this complaint to determine whether there has been a violation of the laws that you administer or enforce. Please feel free to contact me if you have any questions regarding this matter.

Very truly yours,


Stephanie Groom
Mediator
Consumer Protection and
Antitrust Division

klb

Enclosure

PK
092610
TW



STATE OF WEST VIRGINIA
 OFFICE OF THE ATTORNEY GENERAL
 DARRELL V. MCGRAW, JR.
 CONSUMER PROTECTION DIVISION
 1-800-368-8808 or 304-558-8986



http://www.wvago.gov

RECEIVED
 E-Mail: consumer@wvago.gov

MOTOR VEHICLE CONSUMER COMPLAINT AUG 30 2010

1. PARTY COMPLAINING

Mr. Mrs. Ms.

Name: [REDACTED]

Mailing Address: [REDACTED]

City: Martinsburg State: WV

County: Berkeley Zip Code: [REDACTED]

Home Telephone: [REDACTED]

Work Telephone: [REDACTED]

Cell Telephone: [REDACTED]

Email: [REDACTED]

Best time to contact me: ANY

2. COMPLAINT AGAINST

ATTORNEY GENERAL'S OFFICE

Business Name: Dealer Chrysler

Address: 1000 Chrysler Drive

City: Auburn Hills State: MI

County: Zip Code: 48326

Telephone: 1-888-922-7329

Name of person you dealt with: Rajah

Title: Case Claims Manager

3. Purchased: New Used

Vehicle Identification Number (VIN): 1D4HB58DC [REDACTED]

4. Car Make (manufacturer): Dodge

Car Model: Durango Year: 2004

5. Mileage at time of purchase: 004

Present Mileage: 112,000 estimated

6. Date of Purchase: 1/22/04

Total Purchase Price: \$ 38,225.00

7. Terms of Payment: Cash Loan
 Check Credit Card Installment
 Debit Card PayPal Wire Transfer
 Other _____ Western Union

Loan - Installment
 Finance Company name: USAA Federal Savings
 Address: 10750 M^cDermott Freeway
 SAN ANTONIO, TX 78285-059

8. Did you purchase the vehicle from the business you are complaining about? Yes No

9. Have you complained to the business? Yes No

If Yes, date you complained: 7/30/10

What action was taken by the business: started claim

10. Does the complaint involve the safety condition of the vehicle at the time it was sold to you? Yes No

11. Have you contacted the manufacturer about your vehicle complaint? Yes No

If Yes, what action was taken: sent out investigator to inspect vehicle

12. Have you filed this complaint with any other agency or organization? Yes No
If Yes - Identify organization: USAA Insurance Agency
What action was taken? sent out Agent to inspect vehicle, declared total loss

13. Describe any legal action you have taken: _____

14. Provide COPIES – front and back – of all documents you have, such as:
 Warranty Buyer's Guide Purchase Agreement
 Odometer Statement Repair Orders Loan Contract – Retail Installment Agreement
 Title

15. Please describe your complaint in detail – if you need additional space to tell what happened, please continue on a separate page and attach it to your complaint: On July 28th 2010 the said vehicle started having issues with the interior lights, which would not turn off. Spoke to a private mechanic which said it may be the door switch. I parked the truck after work that night around 1am, disconnected the battery so the lights would not drain it. Friday morning the 30th, I reconnected the battery at approximately 11:50am, left the house in the vehicle which the lights on the interior were still on. I returned home at about 12:30pm (see Ac page)

16. How do you want your complaint resolved? I would like to see Dodge take responsibility and do the right thing by replacing the vehicle that is now gone due to manufacturer malfunction.

The information you provide will be used in efforts to resolve your problem and may be shared with the party complained against. It may also be used to enforce applicable state laws.

I hereby authorize any party to whom the Attorney General directs this complaint to release any and all information about this matter, including account information, to the Attorney General's Office.

I certify that all information on this form is true and accurate to the best of my knowledge and belief, and that I have the legal authority to submit this claim.

SIGNATURE (Required) _____ DATE 25 Aug 10

Optional:

AGE: _____
 Male Female

MARITAL STATUS:
 Married Single
 Divorced Widowed

RACE:
 Caucasian African American
 Hispanic Other: _____

Return this form and copies of your papers to:

Office of the Attorney General
Consumer Protection Division
PO Box 1789
Charleston, WV 25326-1789

My daughter who is non-verbal autistic was not feeling well and couldn't tell me what was wrong. So as soon as we entered the house she ran to the bathroom and began to vomit. While getting her calmed down the alarm on the Durango started going off. I opened the door to the house and pushed the remote to deactivate the alarm. It would not shut off, so as I walked closer to the truck pushing the button I noticed the interior of the truck was in flames. I ran to the house, grabbed the phone and my friend [REDACTED] ran out with the fire extinguisher. My daughter followed out the door. [REDACTED] was trying to distinguish the fire while I was talking to 911 with my daughter in my arms crying, pointing at the truck and saying "BOO BOO". The Martinsburg Fire Department arrived about 4 minutes later, the fire was out and they disconnected the battery. After all was declared safe and the fire dept left I called my insurance company, USAA. As we were talking about the incident I went online to research Dodge Durango's to see if there were any issues pertaining to the same situation. I found two recalls that were for the Durango's, which I have enclosed copies from automotive.com. The first one was in December 2003, it was for the Electrical System Wiring: Interior / Under Dash. The outcome is fire in the instrument panel. The second March 2007, Electrical System : Instrument Panel. The outcome again is fire in the instrument panel.

Now I regress a moment. We purchased the truck on January 22, 2004, while my husband and I were still married. In 2005 my daughter was diagnosed autistic, still unable to speak much at all. My husband and I separated filing for divorce, and I left my home as it went up for sale. In 2006 the Durango loan was paid in full several years early. Our divorce was final and I was trying to live my life fighting for my daughter to have one. After finishing the call to the insurance company I called DaimlerChrysler Corporation. They informed me that it did sound like results of a previous recall that came out in 2007 for the Durango. She also mentioned that I had not taken the truck in to have the work done. I stated I was unaware of the recall that the only paperwork I had received over the last several years was to extend the warranty of the vehicle. She took my statement told me that they would need to have one of their investigators come out to inspect the vehicle and they would be contacting me to set up the inspection for Monday August 2, 2010. They did not attempt to contact me until Tuesday August 3, 2010 to set up anything. He informed me he lived an hour and a half away and would leave at 8:30 am on Wednesday August 4, 2010 to look at the vehicle around 10 in the morning. When he came I was home but was unaware he was outside, he never knocked, left his business card on the seat of the truck, which I wouldn't have known except for the USAA rep finding it when he did his inspection. I called on August 5, 2010 to find out what the outcome was since USAA had declared the truck a total loss they wanted to finalize the claim. I was told by a DaimlerChrysler Rep that the pictures were posted and they hadn't reached a decision yet but would call me as soon as they knew anything. Several days later I received a very informal letter from Customer Claims Resolution Group, stating they denied my claim due to failure to have the recall work performed. I called Daimler and was directed to the Claims Case Manager Rajah. AS I tried to explain to her that I never received the recall notices she began to speak very quickly and it became harder to understand her. When I had to ask her to repeat herself or allow me to speak to someone else she got very

(3)

frustrated with me. I tried to explain the truck was paid off years in advance I had gotten a divorce and moved with the truck. Her response was I should have informed Dodge that I had moved.

So in the midst of my daughters life altering diagnosis of being Autistic, my divorce and losing my house I should have called Dodge. REALLY ??? Bottom line from her was that DaimlerChrysler will not do anything now since the insurance company declared the vehicle a total loss and they will deal with USAA if and when they file paperwork against DaimlerChrysler. Otherwise I was eliminated from the process. Left with our Dodge Durango sitting burned through in front of our house for nearly three weeks, and my daughter who is 8 with a vocabulary of about 40 words total, walked out every single morning unable to understand why mommy couldn't fix "BOO BOOS" so that she could get back in it.

From all the research I have done and other recalls which were performed on my vehicle, there are no expiration dates on any of the recalls. On the contrary most state if you experience any of the mentioned issues to take it your Dodge dealer. So needless to say yes I did not get the recall work performed because I was unaware the recall ever existed. Why should DaimlerChrysler not be responsible for the damage caused by a manufacturer malfunction?

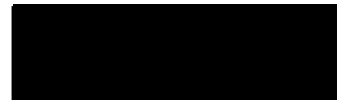


Customer Claims Resolution Group
 Chrysler Group LLC
 1000 Chrysler Drive
 CIMS: 485-13-30
 Auburn Hills, MI 48326



HASLER

FI
 MAILED
 011AG



MARTINSBURG, WV

← Addressed
 to [Redacted]
 We are divorced
 His name is
 not relevant

2340132384



AND they
 knew that



CHRYSLER

Customer Claims Resolution Group

August 02, 2010

[REDACTED]
MARTINSBURG, WV [REDACTED]

Dear [REDACTED]

Thank you for contacting Chrysler Group LLC regarding your 2004 DODGE DURANGO LIMITED 4X4 SPORT UTILITY 4-DOOR, VIN: 1D4HB58D04F [REDACTED]. We are currently in the process of reviewing your file. Our records, at this time, indicate the following information regarding your vehicle:

CAIR Number: 19780755
Current Owner: [REDACTED]
Purchased Used: NO
Date of Purchase: 01/22/2004
Incomplete Recalls: G07 - 2004 - 2006 INSTRUMENT CLUSTER

If any of this information requires updating, please notify us. Additionally, we expect to inform you of our decision within the next 12 business days. If you do not hear from us by then, please contact us (toll free) at: 1-888-922-7329.

Additionally, this letter is also to inform you that Chrysler Group LLC most likely will conduct an inspection of your vehicle. This inspection may entail gathering information from the vehicle by imaging vehicle's onboard computer systems. This letter confirms your consent to allow Chrysler Group LLC and its representatives to inspect your vehicle and, if necessary, image the vehicle's onboard computer systems. As we proceed with our review, one of our representatives may need to contact you for additional information about your vehicle.

Note: If you have already settled with your insurance company, please notify us immediately at our 1-888-922-7329 (toll free) number.

Thank you for your cooperation.

Customer Claims Resolution Group
Office of the General Counsel



Customer Claims Resolution Group

August 9, 2010

Ref # 197807

Via U.S. Mail

[REDACTED]
Martinsburg WV, [REDACTED]

Re: 2004 Dodge Durango Limited 4x4, VIN 1D4HB58D04F [REDACTED]

Dear [REDACTED]

Thank you for contacting Chrysler Group LLC and raising concerns that you have with the above referenced vehicle. Chrysler Group LLC conducted an investigation into the incident and inspected the vehicle.

Based on the information we have received, Chrysler Group LLC respectfully denies your claim. Four (4) Recall # G 07 (-Instrument Cluster) notices were sent to you in 3/07, 10/07, 4/08 & 5/08. Chrysler will perform the recall repair, but not the body damage that resulted from your failure to have the recall repair performed.

Thank you again for raising your concerns with Chrysler Group LLC. We suggest further inquiries concerning body damage repairs be directed to your insurance company.

Best regards,

Customer Claims Resolution Group
(888) 922-7329

*D/V Attorney General
Consumer Comp*

FOR DIVISION USE ONLY

DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES

FOR DIVISION USE ONLY

| | | | |
|-----------|------|---|---|
| R | N | T | E |
| CLASS | | | |
| LICENSE # | | | |
| MAKE | YEAR | | |
| EXP DATE | | | |

| | | | |
|--------------|------|---|---|
| REVISED 1/06 | | | |
| R | N | T | E |
| CLASS | | | |
| LICENSE # | | | |
| MAKE | YEAR | | |
| EXP DATE | | | |



CERTIFICATE OF TITLE TO A MOTOR VEHICLE

The Division of Motor Vehicles of West Virginia certifies that pursuant to an application under oath and in substance prescribed by the laws of West Virginia and filed with said Division, the applicant, whose name and address first hereinbelow appear, has been registered in the office of said Division as the lawful owner of the vehicle/boat hereinafter described, or is otherwise entitled to have said vehicle/boat registered in the name of said applicant, that is to say:

| 10 | ODOMETER READING | | 76150 | ACTUAL | |
|----|------------------|------------|---------------------------------|---------------|-----------------------|
| 01 | MAKE/BODY | YEAR MODEL | VEHICLE/BOAT IDENTIFICATION NO. | WEIGHT/LENGTH | TITLE NUMBER |
| 07 | | | | | PREVIOUS TITLE NUMBER |
| | DODG | 2004 | 1D4HB58D04F | 6000 | |
| | UT | | | | 10/01/2007 |

MARTINSBURG

WV

1369

Said Division further certifies that from said verified application it appears the above described vehicle/boat is subject to the lien and encumbrance described below, and none other, that is to say:

| | |
|---|---|
| <p align="center">FIRST LIEN</p> <p>Name and mail address of lienholder</p> | <p align="center">RELEASE</p> <p>This lien fully paid, satisfied and released on this the _____ day of _____, 20____</p> <p>Name of Lienholder _____</p> <p>Signature of person or officer _____</p> |
| <p>taken, subscribed and sworn to before me this the _____ day of _____, 20____</p> <p>Notary Public _____</p> <p>My commission expires on _____ day of _____, 20____</p> | |
| <p align="center">SECOND LIEN</p> <p>Name and mail address of lienholder</p> | <p align="center">RELEASE</p> <p>This lien fully paid, satisfied and released on this the _____ day of _____, 20____</p> <p>Name of Lienholder _____</p> <p>Signature of person or officer _____</p> |
| <p>taken, subscribed and sworn to before me this the _____ day of _____, 20____</p> <p>Notary Public _____</p> <p>My commission expires on _____ day of _____, 20____</p> | |



Witness the corporate name of the Division of Motor Vehicles of West Virginia and the seal of said Division the day of year set beneath the name of the applicant in the Certificate.

DIVISION OF MOTOR VEHICLES

DO NOT ACCEPT THIS TITLE UNLESS IT CONTAINS AN EAGLE WATERMARK. HOLD TO LIGHT TO VIEW.

SHIVELY MOTORS INC.



Jeep
THE ONLY ONE



800-801 Lincoln Way West • Chambersburg, PA 17201

(717) 264-7134 • (717) 264-3122 Fax

DL 8157

[REDACTED]

[REDACTED]

STATE ZIP
RTINSBURG, BERKLEY, WV [REDACTED]

PHONE BUS. [REDACTED]

PLEASE ENTER MY ORDER FOR THE FOLLOWING

NEW USED DEMO CAR TRUCK

MAKE MODEL TYPE MILEAGE
04 DODGE DURANGO UT 23

OR TRIM TO BE DELIVERED ON OR ABOUT
01-22-04 20

AL NO. HD38D04F [REDACTED]

DESCRIPTION OF TRADE-IN

MAKE MODEL TYPE MILEAGE

[REDACTED]

ENR. TAG NO. EXP. DATE

INSURANCE COVERAGE

NAME OF AGENT PHONE
RECT

ADDRESS
00 FREDRICKSBURG RD SAN ANTONIO TX

INSURER NAME EFF. DATE EXP. DATE
02-05-04 02-05-05

POLICY NUMBER VERIFIED BY DEDUCTIBLE

WARRANTY INFORMATION

FACTORY WARRANTY - The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document.

AS IS - This motor vehicle is sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle.

Buyer's signature

If you cancel this purchase agreement or refuse to take delivery of the vehicle, ordered, as permitted by law, you shall, at our option, forfeit as damages \$ [REDACTED] haser hereby acknowledges to the above clause.

Buyer's signature

Buyer agrees that this order includes all of the terms and conditions on both the face reverse side hereof, that this order cancels and supersedes any prior agreement and if the date hereof comprises the complete and exclusive statement of the terms of agreement relating to the subject matters covered hereby. This order shall not become binding until accepted by the dealer or his authorized representative. You, the buyer, may elect this contract and receive a full refund any time before receipt of a copy of this contract signed by an authorized dealer representative by giving written notice of cancellation to the dealer. Purchaser by his execution of this order acknowledges that he has read its terms and conditions and has received a true copy of this order and is 18 years of age or older.

BUYER'S SIGNATURE DATE 01-22-04

DATE 01-22-04

ACCEPTED BY: [REDACTED] DATE 01-22-04 AUTHORIZED REPRESENTATIVE

| STOCK NO. | SALESMAN | DATE |
|--|----------------|-----------------|
| 121957 | BRODNICK, RICH | 01-22-04 |
| STICKER PRICE | | 34205.00 |
| LESS CASH DISCOUNT | | 2920.00 |
| LESS REBATE | | N/A |
| SELLING PRICE | | 35305.00 |
| CASH SALE PRICE | | 35305.00 |
| LESS TRADE ALLOWANCE | | N/A |
| TAXABLE DIFFERENCE | | 35305.00 |
| STATE SALES TAX | | 1765.25 |
| LICENSE, TITLE & REGISTRATION FEE TRANSFER, NEW TAG, DOCUMENTARY FEE/TIRE TAX | | 115.00 |
| LUXURY TAX | | N/A |
| TOTAL PRICE OF VEHICLE | | 37185.25 |
| PLUS BALANCE OWED ON TRADE | | N/A |
| LESS CASH DEPOSIT | | N/A |
| LESS CASH DOWN PAYMENT DUE ON DELIVERY | | N/A |
| UNPAID BALANCE | | 37185.25 |
| LIFE INSURANCE | | N/A |
| ACC. & HEALTH INSURANCE | | N/A |
| AMOUNT FINANCED | | 37185.25 |
| OFFICE USE ONLY | | |
| TRADE LIENHOLDER | GOOD TILL | |
| ADDRESS | | |
| APR | TERM | FIN. INST. CASH |
| DUAL LIFE <input type="checkbox"/> SINGLE LIFE <input type="checkbox"/> A & H <input type="checkbox"/> APPROX. PMT. 7185.25 | | |
| CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the | | |

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, SHIVELY MOTORS INC (transferor's name, print)

state that the odometer now reads 23 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

| | | |
|-------------------------------|---------|-----------|
| MAKE | MODEL | BODY TYPE |
| DODGE | DURANGO | LIT |
| VEHICLE IDENTIFICATION NUMBER | | YEAR |
| 104H858004 [REDACTED] | | 2004 |

X [Signature]
TRANSFEROR'S SIGNATURE

SHIVELY MOTORS INC
PRINTED NAME

801 I LINCOLN WAY WEST
TRANSFEROR'S ADDRESS (STREET)

CHAMBERSBURG, PA 17201
CITY STATE ZIP CODE

[REDACTED]

PRINTED NAME

[REDACTED]
TRANS

[REDACTED]
TRANSFEREE'S ADDRESS (STREET)

WYRTINGBURG, WV [REDACTED]
CITY STATE ZIP CODE



USAA FEDERAL SAVINGS BANK
10750 McDermott Freeway
San Antonio, TX 78288-0593

~~CONFIDENTIAL~~

[REDACTED]
[REDACTED]
MARTINSBURG, WV [REDACTED]

RE: Account: [REDACTED]
VIN: 1D4HB58D04F [REDACTED]

Dear Customer,

Enclosed is the title or application lien release for the vehicle you recently paid off. In order to obtain a clear title, this document must be taken to your local department of motor vehicles to complete the release of USAA Federal Savings Bank's interest in your vehicle. This will also update the department of motor vehicle records to show a clear title.

If you have any questions, please contact us at 1-800-531-2265 ext 68036.

Sincerely,

USAA Federal Savings Bank

USAA Federal Savings Bank does not guarantee that the price paid for any vehicle will be the lowest possible price.



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2004 Dodge Durango Recalls

new car price quote

Below you'll find official used Dodge Durango recalls released to the public by the NHTSA including reports & units affected, components and more. If your car is recalled you may be able to have it fixed free of charge so take a look ... [read more](#)



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2004 Dodge Durango Recalls

Trim: 2004 Durango Limited Sport Utility ([change trim level](#))

Retail Value: \$14,775.00 **Body Type:** SUV

If you are thinking of buying a used Dodge Durango be sure to see if there are any manufacture recalls for the car that you should be aware of. The NHTSA compiles a list of all reported problems from car owners all over the country and if there is a defective part, they will release a recall with instructions on how and where to get it fixed. Many times these fixes are free but be sure to check out the recall history of the cars you are interested in before you make your final decision.



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Used 2004 Dodge Durango Recalls

[Recall ID # 04V578000 - ELECTRICAL SYSTEM:BATTERY:CABLES - Get Details](#)

Recall Date: DEC 08, 2004
 Component: ELECTRICAL SYSTEM:BATTERY:CABLES
 Model Affected: DURANGO
 Potential Units Affected: 71763

[Recall ID # 09E012000 - EXTERIOR LIGHTING - Get Details](#)

Recall Date: APR 07, 2009
 Component: EXTERIOR LIGHTING
 Model Affected: DURANGO
 Potential Units Affected: 16270

[Recall ID # 04V020000 - VEHICLE SPEED CONTROL:CABLES - Get Details](#)

Recall Date: JAN 14, 2004
 Component: VEHICLE SPEED CONTROL:CABLES
 Model Affected: DURANGO
 Potential Units Affected: 21053

[Recall ID # 07V092000 - ELECTRICAL SYSTEM: INSTRUMENT PANEL - Hide Details](#)

Recall Date:
 MAJ 2009
Model Affected:
 2004 DODGE DURANGO

Summary:
ON SOME SPORT UTILITY VEHICLES, UNDER CERTAIN OPERATING CONDITIONS, AN INTEGRATED CIRCUIT IN THE INSTRUMENT CLUSTER THAT CONTROLS INTERIOR LIGHTING MAY OVERHEAT.

Consequence:
THIS COULD POTENTIALLY CAUSE AN INSTRUMENT PANEL FIRE.

Remedy:
DEALERS WILL INSPECT THE CLUSTER FOR DAMAGE AND REPLACE IT FREE OF CHARGE. THE RECALL BEGAN ON APRIL 2, 2007. OWNERS MAY CONTACT DAIMLERCHRYSLER AT 1-800-853-140.

Potential Units Affected:
328424

Notes:
DAIMLERCHRYSLER CORPORATION G07

[Recall ID # 03V528000 - ELECTRICAL SYSTEM:WIRING:INTERIOR/UNDER DASH - Hide Details](#)

Recall Date:
 MAY 2005
Model Affected:



certified pre-owned
 Chrysler Dodge Jeep

[Click For Details](#)

Follow us on

2004 DODGE DURANGO

Summary:
ON CERTAIN SPORT UTILITY VEHICLES, AN INSTRUMENT CLUSTER CIRCUIT BOARD CAPACITOR MAY OVERHEAT.

Consequence:
THIS COULD POTENTIALLY RESULT IN AN INSTRUMENT PANEL FIRE.

Remedy:
DEALERS WILL REMOVE THE CAPACITOR FROM THE CIRCUIT BOARD. OWNER NOTIFICATION BEGAN ON DECEMBER 17, 2003. OWNERS SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-992-1997.

Potential Units Affected:
27586

Notes:
DAIMLERCHRYSLER CORPORATION C43

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19 Dodge Mechanics Are Online! Ask a Question, Get an Answer ASAP.
Dodge.JustAnswer.com

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Vehicle Protection Plan
Best Plans for Great Rates Call Today 1-800-535-4369
www.WarrantyQuoteRequest.com

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18 Dodge Mechanics Online Now Answer Your Questions In Minutes.
Dodge.eAnswer.com

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Does your Mazda3 or 5 have steering problems? Talk to an Attorney.
www.GirardGibbs.com/Mazda.asp



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State _____ Zip _____

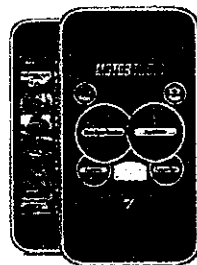
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Stay up to Speed with the

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WASHINGTON, D.C., Mar. 10, 2007

Chrysler Recalls Nearly 500,000 SUVs

Following Fire Reports, Automaker Recalls Dodge Durango and Jeep Liberty Sport Utility Vehicles

By David S Morgan



The 2004 Jeep Liberty, one of the models being recalled by Daimler Chrysler. (CHRYSLER)

(AP) After dozens of reports of fires in Dodge Durango and Jeep Liberty sport utility vehicles, DaimlerChrysler AG's Chrysler Group recalled nearly 500,000 vehicles Friday.

Chrysler said it had received 66 reports of fires in Dodge Durango SUVs from the 2004-2006 model years because of electrical overloads in the driver's side instrument panel below the dashboard. The automaker said it was recalling 328,424 Durangos.

The automaker was also recalling 149,605 Jeep Liberty SUVs from the 2006-2007 model years to fix the heating-ventilation-air conditioning blower motor. Chrysler had received a dozen reports

of fires from Liberty owners.

In a third move, Chrysler said it was recalling nearly 11,000 Dodge Avenger passenger cars from the 2008 model year to fix problems with the front driver and passenger side door latches.

There were no crashes or injuries reported in connection with the recalls, Chrysler said.

The National Highway Traffic Safety Administration had opened defect investigations involving the Durango and Liberty.

In the Durango, Chrysler spokesman Max Gates said an integrated circuit in the instrument panel could become overloaded, leading to overheating and affecting the interior lighting.

Owners will be notified about the Durango recall in April. The vehicles will be inspected and those SUVs with instrument panels that fail the review will get replacement parts.

Drivers who notice problems with the interior lights should take their vehicles to a dealer for inspection, Chrysler said. In some cases, the interior lights will not properly dim after the doors are closed.

In the Liberty recall, Gates said the blower motors could fail if the air conditioning is run at the highest setting during hot weather.

Drivers who smell an odor such as overheated plastic should keep the blower motor below the highest setting until



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Dodge Durango 2004

2004 Dodge Durango ELECTRICAL SYSTEM: INSTRUMENT PANEL Recall

Read the full details of this Durango recall issued by the NHTSA on March 09, 2007. Below you'll find the full details including the defective component, units affected, NHTSA ID, and manufacturer solution.

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Dodge Durango Recalls

Durango ELECTRICAL SYSTEM: INSTRUMENT PANEL Recall - ID# 22123

Recall Date
MAR 09, 2007

Model Affected
2004 DODGE DURANGO

Description
ON SOME SPORT UTILITY VEHICLES, UNDER CERTAIN OPERATING CONDITIONS, AN INTEGRATED CIRCUIT IN THE INSTRUMENT CLUSTER THAT CONTROLS INTERIOR LIGHTING MAY OVERHEAT.

Consequence
THIS COULD POTENTIALLY CAUSE AN INSTRUMENT PANEL FIRE.

Remedy
DEALERS WILL INSPECT THE CLUSTER FOR DAMAGE AND REPLACE IT FREE OF CHARGE. THE RECALL BEGAN ON APRIL 2, 2007. OWNERS MAY CONTACT DAIMLERCHRYSLER AT 1-800-853-140.

Potential Units Affected
328424

Notes
DAIMLERCHRYSLER CORPORATION G07

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2004 Dodge Durango

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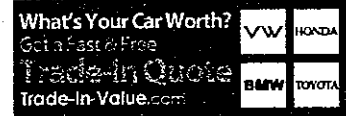
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Dodge Durango 2004

2004 Dodge Durango ELECTRICAL SYSTEM:WIRING:INTERIOR/UNDER DASH Recall

Read the full details of this Durango recall issued by the NHTSA on December 12, 2003. Below you'll find the full details including the defective component, units affected, NHTSA ID, and manufacturer solution.

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Dodge Durango Recalls

Durango ELECTRICAL SYSTEM:WIRING:INTERIOR/UNDER DASH Recall - ID# 16683

Recall Date
DEC 12, 2003

Model Affected
2004 DODGE DURANGO

Description
ON CERTAIN SPORT UTILITY VEHICLES, AN INSTRUMENT CLUSTER CIRCUIT BOARD CAPACITOR MAY OVERHEAT.

Consequence
THIS COULD POTENTIALLY RESULT IN AN INSTRUMENT PANEL FIRE.

Remedy
DEALERS WILL REMOVE THE CAPACITOR FROM THE CIRCUIT BOARD. OWNER NOTIFICATION BEGAN ON DECEMBER 17, 2003. OWNERS SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-992-1997.

Potential Units Affected
27586

Notes
DAIMLERCHRYSLER CORPORATION C43

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
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




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