

AUG 22 2011

**NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
CORRESPONDENCE UNIT - NP0-011**

COORDINATION FORM

Control Number: ES11-005370

DOT/I#2011-2326

Due date: 09/16/2011

From:



Subject: Problem with his 2004 Dodge Durango

For Reply: NVS-200

For Information: NVS-010

For Signature: NGA-010

MC
09224
RW

17-Aug-11

2011 Senate Report - Governmental Affairs Correspondence
Control Sheet (I-10), W85-328

Control Number: 2011 - 2326
Date DOT Received: 8/17/2011
Date DOT Entered: 8/17/2011
Member's Date: 8/17/2011
Member Last Name: Brown
Member First Name: Sherrod
Member Organization: United States Senator
Address1 1301 East 9th Street, Suite 1710
Address2
City: Cleveland
State: OH
Zip 44114
Constituent File Name: [REDACTED]
Constituent Date
Action Office: National Highway Traffic Safety Administration
Subject: 2004 Dodge Durango
Action Office Code: NHTSA
Due Date: 8/31/2011
Member Contact: John Patterson
Pending Yes
Member Contact Phone: (216) 522-7272
Closed Date:
Remarks:
Direct Reply/Comeback Copy Yes
Congressional Affairs Contact

ES 11-005370

SHERROD BROWN
OHIO

COMMITTEES:
AGRICULTURE, NUTRITION,
AND FORESTRY
APPROPRIATIONS
BANKING, HOUSING,
AND URBAN AFFAIRS
VETERANS' AFFAIRS
SELECT COMMITTEE ON ETHICS

United States Senate

WASHINGTON, DC 20510

August 17, 2011

Mr. Robert Letteney
Deputy Assistant Secretary for Governmental Affairs
Department Of Transportation
1200 New Jersey Ave., S.E.
Washington, District of Columbia 20590

Dear Mr. Letteney:

Enclosed please find correspondence from [REDACTED]

Please review this matter and provide me with your comments. Your response should be directed to my Cleveland office at 1301 East 9th Street, Suite 1710, Cleveland, Ohio 44114 (Phone: 216-522-7272; Fax: 216-522-2239).

Thank you for your attention to this request.

Sincerely,

Sherrod Brown

Sherrod Brown
United States Senator

SB:jp

Enclosure

cc: [REDACTED]



Correspondence Tracking Sheet

Tracking # 2028240-1c_

Constituent

[REDACTED]
New Richmond, OH [REDACTED]
Clermont County

Phone: [REDACTED]
Email: [REDACTED]

Web Mail Message

Web Mail Subject: New Contact Form Post

I am a disabled Veteran and have a major automotive problem. In Feb, '09 my wife and I purchased a 2004 Dodge Durango. In May of 2010 we suddenly had a loud tapping noise coming from the engine. After alot of research and having it looked at we found a bent piston rod. One of the main websites I have become a member of is located at <http://townhall-talk.edmunds.com/> There are hundreds of posts on this site about this same problem. And this is just one of the many websites I have found discussing the engine problems of the '04 Durango. I contacted Chrysler about this and was told that since I was the third owner, there was nothing they could or would do. The same exact problem has been happening to hundreds of Durango Owners and treat it like it's just a coincidence. I did file a complaint with the NHTSA on their website. I bought this vehicle to keep my family safe on the road, and can only be thankful that this happened in my driveway and not on the highway like it did to some. I can not begin to put all of the disappointment I feel into words. I served my country and have always bought american cars and trucks. Why do I have to fight for over a year now trying to get a defect fixed. This is why more and more Americans are buying foreign made vehicles. Meanwhile, I am still making my payments, insurance and tags on an SUV I haven't been able to drive for over a year, because I can't afford the \$7000+ to have it fixed. Thank you for your time and everything you do. I can only hope that this letter can help my fellow American consumers and myself get beyond this problem and renew our faith in the American manufacturers.

Thank You Again,
[REDACTED]