



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

1200 New Jersey Avenue SE.
Washington, DC 20590

February 16, 2012

[REDACTED]
Naples, NY [REDACTED]

NVS-216 nlm
Ref. No. 10447610

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Dodge Durango. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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.

You indicated that the brakes failed in your MY 2004 Dodge Durango. You took the vehicle to a service station who determined that the brake valve broke. The service station contacted the nearest Chrysler dealer and was told the parts are no longer available. In addition, Chrysler declined to provide your service station with an alternative repair procedure. The service station found a way to repair your brake problem. However, you are disappointed with Chrysler because you feel they are forcing you to repair your vehicle at a dealership.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to brake valve problems in MY 2004 Dodge Durango vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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.

The vehicle repair problems you have with Chrysler and the dealer do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency. 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. 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 www.ftc.gov/ftc/complaint.htm.

You may consider contacting the Better Business Bureau (BBB) Auto Line. . The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. Proceed to www.lemonlaw.bbb.org to file and review eligibility information, or call BBB Auto Line at, 1-800-955-5100.

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 www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, looping "R" and "R".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement