

C1-10474822-9260

5

August 27, 2012

Chrysler Corporation
Chrysler Service Contracts
P.O Box 2700
Troy, MI 48007-2700

AUG 30 2012

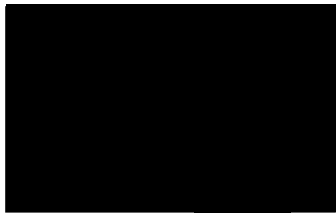
&
Waldorf Dodge
2450 Crain Hwy
Waldof, Maryland 20601

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

&
Dodge
Customer Assistance
P.O. Box 21-8007
Auburn, MI 48321-8007
&
JD Power Associates
2625 Townsgate Rd. Suite 100
Westlake Village, CA. 91361

&
SafeCar.gov
1200 New Jersey Avenue SE.
West Building
Washington D.C. 20590
USA

As of the today I have not gotten a response from your dealership and would like the appropriate action taken on this matter. My 20004 Dodge Durango was sold with a recall that was later discovered and several investigation there after. Please respond immediately.



Bowie, MD.

VIN# 1D4HB48N44F [REDACTED]

Certified # 70110470000005131679

Page 1 of 3 + enclosed packet

NM
083112
TW

June 19, 2012

Chrysler Corporation
Chrysler Service Contracts
P.O Box 2700
Troy, MI 48007-2700

&

Waldorf Dodge
2450 Crain Hwy
Waldorf, Maryland 20601

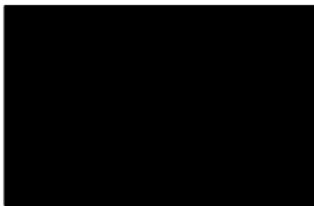
&


Dodge
Customer Assistance
P.O. Box 21-8007
Auburn, MI 48321-8007

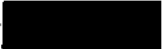
&

JD Power Associates
2625 Townsgate Rd. Suite 100
Westlake Village, CA. 91361

In continuation of the above letter I have researched a list of recalls and investigations on the vehicle that has not been fixed. Please respond to this second attempt at resolving this breach of contract. This vehicle with these recalls is unsafe for driving this is my only mode of transportation. Please respond in a timely manner. I have enclosed copy of the found recalls and investigations along with the initial letter. Please compensate appropriately.



Bowie, MD. 

VIN# 1D4#B48N44F 

Certified # 701104 70000005131679

May 23, 2012

Chrysler Corporation
Chrysler Service Contracts
P.O Box 2700
Troy, MI 48007-2700
&
Waldorf Dodge
2450 Crain Hwy
Waldof, Maryland 20601

In 2004 I purchased a Dodge Durango from Waldorf Dodge in Waldof, Maryland. Soon after the road ready prep my vehicle begin to leak water from the sunroof into the electrical system. Then my vehicle started to leak for the sunroof again I took that for repair. Next my rear speakers and window stopped working I took that in for repair. Then my map sensor stopped working. Now my vehicle is leaking for the sunroof a third time I have not had that repaired as of present. This will be the fifth repair involving this leak from the vehicle sunroof. The federal lemon law (the Magnuson-Moss Warranty Act) protects citizens of all states. State law provides a remedy for purchasers of cars to be compensated for cars that repeatedly fail to meet standards of quality and performance. These vehicles are called lemons. The rights afforded to consumers by lemon laws may exceed the warranties in purchase contracts. Federal lemon laws cover anything mechanical that hinders the performance of the vehicle. The lemon laws is the manufacturer's breach of warranty. A manufacturer's warranty is what makes the manufacturer legally responsible for repairs to the consumer's vehicle. The automobile or product was purchased with a warranty. Please compensate with a replacement vehicle for the breach of contract. The mechanical defects are listed below from the time of purchase.

Claim # 025782	282 miles	Sunroof leak	06/10/2004
# 026587	1,694 miles	sunroof leak	07/08/2004
# 028152	3,418 miles	power window	
		Speaker door	08/07/2004
# 036277	8,791 miles	map sensor	02/28/2005
# 060572	67,955 miles	unknown	
		recall repair	05/21/2007

VIN# 1D4HB48N4F [REDACTED]

[REDACTED]
Bowie, MD. [REDACTED]

Cert# 70110470600005131679

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Print

Recalls - Search Results

5 Record(s) Displayed.

Report Date : June 19, 2012 at 08:09 PM
Search Type : VEHICLE
Make: DODGE
Model or Model No.: DURANGO
Model Year: 2004

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Make: DODGE

Model: DURANGO

Model Year: 2004

Manufacturer: DAIMLERCHRYSLER
CORPORATION

Mfr's Report Date: DEC 12, 2003

NHTSA CAMPAIGN ID Number:
03V528000

N/ANHTSA Action Number: N/A

Component: ELECTRICAL
SYSTEM: WIRING: INTERIOR/UNDER
DASH

Potential Number of Units Affected: 27,586

Summary:

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

Consequence:

___THIS COULD POTENTIALLY
RESULT IN AN INSTRUMENT PANEL
FIRE.

Packet

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.

Notes:

___DAIMLERCHRYSLER RECALL NO. C43. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Make: DODGE

Model: DURANGO

Model Year: 2004

Manufacturer: DAIMLERCHRYSLER CORPORATION

Mfr's Report Date: JAN 13, 2004

NHTSA CAMPAIGN ID Number:
04V020000

N/ANHTSA Action Number: N/A

Component: VEHICLE SPEED CONTROL:CABLES

Potential Number of Units Affected: 21,053

Summary:

___ON CERTAIN SPORT UTILITY VEHICLES EQUIPPED WITH 3.7L AND 4.7L ENGINES, THE THROTTLE CONTROL CABLE MAY INGEST WATER AND FREEZE DURING EXTENDED COLD TEMPERATURE.

Consequence:

___THIS COULD CAUSE THE THROTTLE TO STICK IN THE OPEN POSITION AND RESULT IN A CRASH.

Remedy:

___DEALERS WILL INSPECT THE BATTERY CABLE AND, IF NECESSARY, REPOSITION IT AWAY FROM THE CONTROL ARM MOUNTING BRACKET. THE RECALL BEGAN DECEMBER 14, 2004. OWNERS SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

Notes:

___DAIMLERCHRYSLER RECALL NO. D40. CUSTOMERS CAN ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-888-DASH-2-DOT (1-888-327-4236).

Make: DODGE

Model: DURANGO

Model Year: 2004

Manufacturer: DAIMLERCHRYSLER CORPORATION

Mfr's Report Date: MAR 06, 2007

NHTSA CAMPAIGN ID Number:
07V092000

EA06015NHTSA Action Number:
EA06015

Component: ELECTRICAL SYSTEM:
INSTRUMENT PANEL

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.

Notes:

___DAIMLERCHRYSLER RECALL NO. G07. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Make: DODGE

Model: DURANGO

Model Year: 2004

Manufacturer: SABERSPORT

Mfr's Report Date: MAR 28, 2009

NHTSA CAMPAIGN ID Number:
09E012000

N/ANHTSA Action Number: N/A

Component: EXTERIOR LIGHTING

Summary:

___SABERSPORT IS RECALLING 16,270 COMBINATION CORNER AND BUMPER LAMP ASSEMBLIES OF VARIOUS PART NUMBERS SOLD FOR USE AS AFTERMARKET EQUIPMENT FOR VARIOUS PASSENGER VEHICLES. THESE HEADLAMPS FAIL TO CONFORM TO THE REQUIREMENTS OF FEDERAL MOTOR VEHICLE SAFETY STANDARD NO. 108, "LAMPS, REFLECTIVE DEVICES, AND ASSOCIATED EQUIPMENT." THESE LAMPS DO NOT CONTAIN THE REQUIRED AMBER SIDE REFLECTORS.

Consequence:

___DECREASED LIGHTING VISIBILITY
MAY RESULT IN A VEHICLE CRASH.

Remedy:

___SABERSPORT WILL NOTIFY
OWNERS AND OFFER A FULL REFUND
FOR THE NONCOMPLIANT
COMBINATION LAMPS. THE SAFETY
RECALL BEGAN ON MAY 11, 2009.
OWNERS MAY CONTACT
SABERSPORT AT 1-909-598-7589.

Notes:

___THIS RECALL ONLY PERTAINS TO
AFTERMARKET REPLACEMENT
EQUIPMENT AND HAS NO RELATION
TO ANY ORIGINAL EQUIPMENT
INSTALLED ON VEHICLES PRODUCED
BY THE VEHICLE MANUFACTURER.
IN ORDER TO DETERMINE IF YOUR
AFTERMARKET LAMP ASSEMBLY IS
AFFECTED BY THIS
NONCOMPLIANCE, PLEASE REVIEW
THE LIST OF MODEL NUMBERS
PROVIDED TO US BY SABERSPORT.
THE LIST CAN BE FOUND UNDER
"DOCUMENT SEARCH" LOCATED AT
THE BOTTOM OF YOUR SCREEN.
OWNERS MAY ALSO CONTACT THE
NATIONAL HIGHWAY TRAFFIC
SAFETY ADMINISTRATION'S VEHICLE
SAFETY HOTLINE AT 1-888-327-4236
(TTY 1-800-424-9153), OR GO TO
[HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov) .

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
1.888.327.4236 TTY 1.800.424.9153

Bottom of Form 1

Defects - Search Results

6 Record(s) Displayed.

Report Date: June 19, 2012 at 08:42 PM

Search Type: VEHICLE

Model Year : 2004
Make: DODGE
Model: DURANGO

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NHTSA Action Number: N/A
N/A
N/A
N/A
N/A
N/A

NHTSA Recall Campaign
Number:

PE05027

N/A

Make: DODGE

Model: DURANGO

Manufacturer : CHRYSLER
GROUP LLC

Model Year : 2004

Component(s) :

POWER

TRAIN:AUTOMATIC

TRANSMISSION:CONTR

OL MODULE (TCM,

PCM)

Date Investigation Opened :

May 16, 2005

Date Investigation Closed :

November 3, 2005

Summary:

—ON MAY 16, 2005, ODI OPENED PRELIMINARY EVALUATION PE05-027 TO INVESTIGATE COMPLAINTS OF ENGINE STALLING IN MODEL YEAR 2004-05 DODGE DURANGO SUVS AND RAM 1500 SERIES PICKUPS EQUIPPED WITH THE 5.7L V8 ENGINE. INFORMATION PROVIDED BY DAIMLERCHRYSLER DURING PE05-027 INDICATED THAT A LARGE PERCENTAGE OF THE COMPLAINTS ARE RELATED TO AN IDLE UNDERSHOOT CONDITION THAT MAY CAUSE THE ENGINE TO STALL DURING TURNING MANEUVERS. IN FEBRUARY 2005, DAIMLERCHRYSLER REVISED THE POWERTRAIN CONTROL MODULE SOFTWARE IN PRODUCTION VEHICLES AND ISSUED A TECHNICAL SERVICE BULLETIN (TSB 18-013-05) RELEASING THE NEW SOFTWARE AS A SERVICE REMEDY FOR THE IDLE UNDERSHOOT CONDITION. THE BULLETIN WAS SUPERCEDED BY TSB 18-013-05A IN APRIL 2005.

DAIMLERCHRYSLER BELIEVES THAT THE FAILURE RATE FOR STALLING WHILE DRIVING DUE TO THE IDLE UNDERSHOOT



NHTSA Action Number: N/A
N/A
N/A
N/A
N/A

NHTSA Recall Campaign
Number:

PE05056

N/A

Make: DODGE

Model: DURANGO

Manufacturer : CHRYSLER
GROUP LLC

Model Year : 2004

Component(s) :
STEERING:LINKAGES
STEERING:COLUMN
STEERING:WHEEL AND
HANDLE BAR

Date Investigation Opened :
October 26, 2005

Date Investigation Closed :
March 9, 2006

Summary:

___ON OCTOBER 26, 2005
ODI OPENED PE05-056
TO INVESTIGATE
ALLEGATIONS OF
LOOSE OR MISSING
STEERING WHEEL OR
STEERING SHAFT
COUPLING BOLTS IN
MODEL YEAR (MY) 2004
AND 2005 DODGE
DURANGO SPORT
UTILITY VEHICLES AND
MY 2005 DODGE
DAKOTA PICKUP
TRUCKS
MANUFACTURED BY
DAIMLERCHRYSLER
CORPORATION (DCC).
DURING PE05-056 ODI
IDENTIFIED 3 OWNER
COMPLAINTS TO ODI
OR DCC, 21 FIELD
REPORTS TO DCC AND
142 WARRANTY
CLAIMS RELATED TO
THE ALLEGED DEFECT
CONDITIONS. THE
REPORTS AND CLAIMS
INCLUDED 8 INCIDENTS
OF EITHER STEERING
WHEEL SEPARATION
OR STEERING SHAFT
DECOUPLING WHILE
DRIVING DUE TO LOOSE
OR MISSING BOLTS.
ONE OF THE FAILURES
RESULTED IN A CRASH.
PE05-056 HAS BEEN
UPGRADED TO AN
ENGINEERING
ANALYSIS (EA06-004)
TO CONTINUE TO
INVESTIGATE THE
SCOPE, FREQUENCY
AND SAFETY
CONSEQUENCES OF
THE ALLEGED DEFECT.



NHTSA Action Number: N/A
N/A
N/A
N/A

NHTSA Recall Campaign
Number:

EA05018

N/A

Make: DODGE

Model: DURANGO

Manufacturer : CHRYSLER
GROUP LLC

Model Year : 2004

Component(s) :

POWER

TRAIN:AUTOMATIC

TRANSMISSION:CONTR

OL MODULE (TCM,

PCM)

Date Investigation Opened :

November 2, 2005

Date Investigation Closed :

August 29, 2007

Summary:

—ANALYSIS OF THE COMPLAINT, FIELD REPORT AND WARRANTY DATA SHOWS THAT THE MAJORITY OF STALLING INCIDENTS IN THE SUBJECT VEHICLES APPEAR TO BE RELATED TO THE ENGINE CALIBRATION CONCERNS THAT DAIMLERCHRYSLER ADDRESSED WITH SERVICE BULLETINS RELEASING REVISED PCM SOFTWARE. ANALYSIS OF THE COMPLAINTS AND ODI'S SURVEY OF OWNERS OF VEHICLES THAT RECEIVED ENGINE MANAGEMENT SOFTWARE UPDATES UNDER TSB #18-013-05 SHOW THAT THESE STALLING INCIDENTS HAVE THE FOLLOWING CHARACTERISTICS: - THEY OCCUR AT LOW SPEEDS, OFTEN DURING PARKING LOT OR DRIVEWAY MANEUVERS; - THEY OCCUR DURING DECELERATIONS, SUCH AS BRAKING FOR A STOP SIGN OR TRAFFIC SIGNAL; AND - THE OPERATOR IS ALMOST ALWAYS ABLE TO IMMEDIATELY RESTART THE VEHICLE. WHEN COMPARED WITH OTHER SAFETY DEFECT INVESTIGATIONS AND RECALLS OF CONDITIONS THAT



NHTSA Action Number: N/A
N/A
N/A

NHTSA Recall Campaign
Number:

EA06004

N/A

Make: DODGE

Model: DURANGO

Manufacturer : CHRYSLER
GROUP LLC

Model Year : 2004

Component(s) :
STEERING
STEERING:COLUMN

Date Investigation Opened :
March 9, 2006

Date Investigation Closed :
March 8, 2007

Summary:

___ON MARCH 9, 2006
ODI UPGRADED
PRELIMINARY
EVALUATION PE05-056
TO ENGINEERING
ANALYSIS EA06-004 TO
INVESTIGATE
ALLEGATIONS OF
LOOSE OR MISSING
STEERING SHAFT
COUPLING BOLTS AND
STEERING COLUMN
RETAINING BOLTS IN
MODEL YEAR (MY) 2004
THROUGH 2006 DODGE
DURANGO SPORT
UTILITY VEHICLES AND
MY 2005 THROUGH 2006
DODGE DAKOTA
PICKUP TRUCKS.
EITHER CONDITION
COULD RESULT IN A
LOSS OF STEERING
CONTROL. ALTHOUGH
ODI IDENTIFIED SOME
QUALITY ISSUES IN THE
MANUFACTURING
PROCESSES FOR THE
DAKOTA AND
DURANGO VEHICLES,
THE DATA DO NOT
INDICATE THAT A
SAFETY DEFECT TREND
IS PRESENT IN EITHER
POPULATION. THE
FAILURE RATES ARE
LOW FOR EACH
CONDITION AND TREND
ANALYSES INDICATE
THAT PROBLEMS WITH
THE SUBJECT BOLTS
WERE ISOLATED TO A
FEW UNITS AFFECTED
BY ASSEMBLY ERROR
THAT WERE DETECTED
EITHER PRE-SALE OR
OCCURRED EARLY IN
VEHICLE SERVICE.
FURTHER USE OF



NHTSA Action Number: N/A
N/A

RQ06006

Make: DODGE

Manufacturer : CHRYSLER
GROUP LLC

Model Year : 2004

Component(s) :
ELECTRICAL SYSTEM:
INSTRUMENT PANEL
ELECTRICAL
SYSTEM:WIRING:INTERI
OR/UNDER DASH

Date Investigation Opened :
May 5, 2006

Date Investigation Closed :
August 28, 2006

NHTSA Recall Campaign
Number:

N/A

Model: DURANGO

Summary:

—THIS INVESTIGATION ORIGINATED FROM COMPLAINTS RECEIVED BY THE AGENCY REPORTING INSTRUMENT PANEL (IP) FIRES ON VEHICLES THAT WERE RECALLED (RECALL 03V528) BY DAIMLERCHRYSLER (DCC) TO CORRECT A DEFECT THAT CAUSED IP FIRES. THE RECALL CORRECTED A DEFECT CAUSED BY A CERTAIN CAPACITOR ON THE IP PRINTED CIRCUIT BOARD (PCB) THAT COULD CRACK AND OVERHEAT. THE FIRE COULD OCCUR WITHOUT WARNING WHILE THE VEHICLE IS PARKED OR IN USE. THE RECALL REMEDY WAS TO REMOVE THE CAPACITOR FROM THE IP. IPS USED FOR VEHICLES PRODUCED AFTER THE RECALL (DECEMBER 2003) DID NOT CONTAIN THE CAPACITOR. ODI HAS ALSO RECEIVED REPORTS OF FIRES IN VEHICLES PRODUCED AFTER THE RECALL, WHICH DO NOT HAVE THE DEFECTIVE CAPACITOR. DCC AND ITS SUPPLIER FOR THE IP HAVE IDENTIFIED A DIFFERENT LOCATION ON THE PCB THAT MAY OVERHEAT. THIS INVESTIGATION HAS BEEN UPGRADED TO AN ENGINEERING ANALYSIS (EA06-015)



NHTSA Action Number: 07V092000

EA06015

Make: DODGE

Manufacturer : CHRYSLER
GROUP LLC

Model Year : 2004

Component(s) :
ELECTRICAL SYSTEM:
INSTRUMENT PANEL

Date Investigation Opened :
August 28, 2006

Date Investigation Closed :
March 15, 2007

NHTSA Recall Campaign
Number:

07V092000

Model: DURANGO

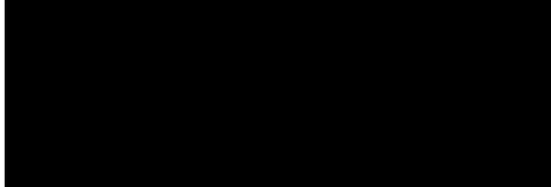
Summary:

—THIS INVESTIGATION ORIGINATED FROM COMPLAINTS RECEIVED BY THE AGENCY REPORTING INSTRUMENT PANEL (IP) FIRES ON VEHICLES THAT WERE COVERED UNDER A PRIOR RECALL (RECALL 03V528) BY DAIMLER CHRYSLER (DCC) TO CORRECT A CRACKED CAPACITOR IN THE IP. DCC HAS NOW IDENTIFIED ANOTHER CONDITION THAT CAN CAUSE OVERHEATING OF AN INTEGRATED CIRCUIT THAT CONTROLS INTERIOR LIGHTING. THIS CONDITION AFFECTS CERTAIN MODEL YEAR 2004-2006 DODGE DURANGO VEHICLES. DCC'S MARCH 6, 2007 LETTER TO THE AGENCY STATES, "UNDER CERTAIN OPERATING CONDITIONS, AN INTEGRATED CIRCUIT LOCATED IN THE INSTRUMENT CLUSTER MAY OVERHEAT AND RESULT IN AN INSTRUMENT PANEL FIRE. DCC WILL CONDUCT A SAFETY RECALL TO INSPECT THE CLUSTER FOR DAMAGE AND REPLACE IT IF NECESSARY. IF THE CLUSTER SHOWS NO EVIDENCE OF DAMAGE, IT WILL BE RE-FLASHED [RE-PROGRAM THE



Bottom of Form 1

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1.888.327.4236 TTY 1.800.424.9153



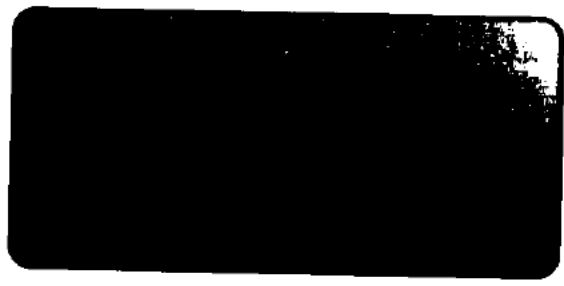
Bowie, MD.



CERTIFIED MAIL



7011 0470 0000 0513 1679



**RETURN RECEIPT
REQUESTED**

W48-226

SAFE CAR.GOV
1200 New Jersey Ave.
SE. West Building
WASHINGTON D.C. 20590

