

[REDACTED]
Crawford Ga [REDACTED]

Ann Carlson
Acting Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C 20590

July 14, 2023

Dear Ms. Carlson,

I am writing this letter to call to your attention a recent event I had at a Chrysler dealership in Athens, Georgia. That problem concerns a 2005 Dodge Durango that had a factory installed sunroof at the time of purchase. We are having a problem with this Durango accelerating if you use the cruise control system. We set the cruise control at 45mph only to have the car suddenly surge to 85mph, and the car will not come out of cruise control even when you hit the brake pedal.

When we took this vehicle in to be fixed at the Dodge dealership here in Athens, we were told that the window has a roof drain to allow water to escape. By not keeping this drain open and clean, the water has drained into the electronics of the car and caused the malfunction.

I am very concerned that such a design flaw exists in this car. The design of the vehicle should never have been such that the water has been routed to the electronics, leading to the sudden acceleration and almost total loss of control of the car.

Chrysler needs to come up with a design fix for these vehicles to prevent this from ever occurring again. To further explain this problem, I have attached a letter directed to Chrysler giving a little more detail about the danger of this car.

Looking forward to hearing from you,

CC: Christine Feuell, Chrysler Brand Executive Officer

[REDACTED]

12

[REDACTED]
Crawford Ga [REDACTED]

Christine Feuell
Brand Chief Executive Officer
Chrysler Headquarters
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

July 14, 2023

To Ms. Feuell

I am writing this letter because of my experience that I have had recently at the Chrysler dealership here in Athens, Ga. That experience has not been pleasant on various levels.

First of all, to give you a little background, I am a long-time purchaser and customer of your Dodge products. Currently, between my wife and I, we have five vehicles and three are Dodges. I want you to know these are high-end Dodge products. Prior to that, I have only purchased Dodge products over the last twenty years. Back in 2009, for example, when Chrysler was in difficulty and President Obama gave a lifetime guarantee on your products, I bought a truck from a local Chrysler dealer. So, I have always been a strong supporter of Chrysler products. In fact, my children have also been Chrysler buyers.

I have had a relationship with your dealer here in Athens, Georgia for the past seventeen years and I normally received nothing short of what I perceive to be excellent service. I think the current problem your dealership is having is finding qualified personnel to perform jobs in a highly professional manner. This is a reflection more or less of the current environment that faces many companies here in America, including my own company.

The major problem that I am having is with a high-end model 2005 Dodge Durango, which came with every option available you had at that time, including a sunroof. I've had excellent service from this vehicle over the many years I've had it. It's a huge vehicle and we use it when we travel around the country due to its size and convenience. Over the last year, it had developed a problem whereby the cruise control has performed in an extremely dangerous matter. You can set the cruise control for around 45 mph, then all of a sudden it will accelerate to a faster speed for some reason, sometimes up to 85 or 90 mph. The vehicle was brought in for service and I paid around \$1200 to get this problem solved. I was told at that time that it had been fixed. I got in it to go home, and it immediately shot up to 85mph on the highway home. What makes this problem particularly dangerous is that the cruise control does not stop by applying the break. In fact, you must hit the brake so hard, a warning light comes on to warn of the brakes overheating. To stop the car, I had to turn the ignition off and coast to the side of the road. Since I picked the car up after hours and the service department was closed for the day, I immediately returned the car the next day, going 35 mph in second gear the whole way. I left the car there for service and was call by your service department after a couple days and was told the car was fixed; It was not. However, I was charged another \$1200-\$1400 for a repair that did not fix the car.

If the car had been taken out for a test drive before I picked it up, they would have realized that they did not fix the car. I was told the second time I went to get the car that the car was having an issue with a leak around the sunroof. I was told this was my fault because I failed to take a pipe cleaner and clean the drain to allow the water to go through the roof drain that was sitting on top of the car. Debris had clogged the drain and allowed water to drain into the electrical component of my car. If this is indeed a fact, Chrysler has a major design issue on their hands and I am writing to you to warn you about it. In no way should any drain design be allowed to come in contact with the car's electronics. I am including a copy of this letter to the National Highway Traffic Safety Administration.

I haven't driven that car in over ten months because it is dangerous. We will wind up in an accident with someone being injured, either my wife, or I, or a third party. I see no reason to return the car for repair to your dealership that failed to correct the problem the first two times. We are getting ready for seasonal travel soon and our other cars are not suitable for such travel.

We are seeking direction from corporate about what to do with this car and who will take responsibility to fix it. And if it in fact cannot be fixed, I am going to request that Chrysler refund my whole purchase price for this car.

And that's just one issue. I have a second issue to deal with in your service department. I have taken my 2009 truck to this dealer for the past thirteen years for oil changes. They are the only ones to have serviced this truck. One of their inexperienced personnel overtightened the drain nut on the oil pan and now the service department cannot get the plug out to change the oil without the possibility of ripping the oil pan. They told me if they tried to remove the plug to change the oil and the pan ripped, it would cost me \$2000 to replace it.

That was the last service your dealer has done on any of my vehicles. I have a recall item on my new Infinity and I am afraid of bringing in my truck for repair. I am afraid someone will damage this truck.

I am waiting for a response to this letter and will make any other future purchase of Chrysler products and take any additional steps that might be necessary based on your response.

CC: Ralph Giles, Chief Design Officer



Crawford Ga

NEF

AT
14

U.S. POSTAGE PAID
MAIL PERMIT
CRAWFORD, GA 30890
EST. 1952

Department of Transportation

To: W41-306

Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: PRIORITY

Sender:

DOT

7/24/2023 1:11:50 PM

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

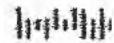
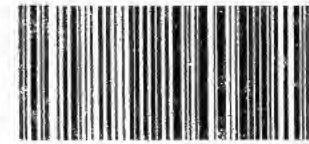
CERTIFIED MAIL®



7022 0410 0000 8796 8891

Ann Carlson
Acting Administrator
National Highway Traffic Safety A
1200New Jersey Avenue, SE
Washington, D.C 20590

ATLANTA METRO 301
20590
14 JUL 2023 PM 7 L



70220410000087968891