



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

1200 New Jersey Avenue SE.
Washington, DC 20590

February 7, 2012

[REDACTED]
[REDACTED]
Madison, GA [REDACTED]
[REDACTED]

NVS-216 nlm
Ref. No. 10435930

Thank you for your correspondence concerning your model year (MY) 2011 Dodge Charger. 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 motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that while driving your MY 2011 Dodge Charger to the dealership to have a coolant reservoir recall completed the check engine light came on. The dealer diagnosed the problem and determined that your vehicle needed a new computer and fuel pump. You feel these problems along with the recall pose a safety risk and request an investigation.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to fuel pump and computer problems in MY 2011 Dodge Charger 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. For your information, the investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

The recall you mention is actually Chrysler Customer Satisfaction Campaign No. L10 (summary attached). Chrysler identified a problem with the coolant outlet hose on certain vehicles that may leak coolant. Engine operation with a low coolant level could cause engine damage and /or low passenger compartment heater output. We understand your frustration; however, the customer satisfaction campaign for the coolant outlet hose leak does not reflect the existence of a safety-related defect. Manufacturer's customer satisfaction campaigns are not recognized as recalls in accordance with the National Traffic and Motor Vehicle Safety Act. We recommend you continue to work with a local dealer and Chrysler to resolve any further concerns.

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 cursive script that reads "Randy Reid".

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

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Component Search:

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2011 Dodge Charger V6-3.6L

[Vehicle Level](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Campaign - Coolant Reservoir Outlet Hose Replacement](#)

Campaign - Coolant Reservoir Outlet Hose Replacement

April 2011

Dealer Service Instructions for:
Customer Satisfaction Notification L10
Coolant Reservoir Outlet Hose

Effective immediately all repairs on involved vehicles are to be performed according to this notification. Rapid Response Transmittal (RRT) # 11-015/ Service Bulletin (TSB) # 07-001-11 is no longer applicable for the involved vehicles only. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this notification.

Models

2011 (LC) Dodge Challenger

2011 (LD) Dodge Charger

2011 (LX) Chrysler 300

IMPORTANT : Some of the involved vehicles may be in dealer vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The coolant reservoir outlet hose on about 2,620 of the above vehicles may leak coolant. Engine operation with a low coolant level could cause engine damage and/or low passenger compartment heater output.

Repair

The coolant reservoir outlet hose must be inspected at the coolant reservoir (bottle). Hoses found with a dimension that is greater than 0.275 in. (7mm) and cannot be adjusted must be replaced.

<u>Part Number</u>	<u>Description</u>
68142046AA	Hose, Coolant Reservoir
<p>IMPORTANT: Due to the small number of involved vehicles, no parts will be distributed to involved dealers initially. Parts may be ordered as needed to support scheduled repairs.</p>	
<u>Part Number</u>	<u>Description</u>
68048953AB	Coolant, Engine (MSQ: 6 one gallon bottles)
<p>NOTE: One gallon of coolant can "top off" 15 vehicle cooling systems.</p>	

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Parts Information

Special Tools

No special tools are required.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect Coolant Reservoir Outlet Hose Dimension	07-L1-01-81	0.2 hours
Inspect and Adjust Coolant Reservoir Outlet Hose	07-L1-01-82	0.2 hours
Inspect and Replace Coolant Reservoir Outlet Hose	07-L1-01-83	0.5 hours

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Use one of the labor operation numbers and time allowances shown.

Add the cost of the parts package plus applicable dealer allowance to your claim.

NOTE : See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is included.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the "Service" tab and then click on "Global Recall System." Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
Chrysler Group LLC