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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

EQ-10598307-9652

Subject: FW: [REDACTED]: Your report to NHTSA (ODI # 10598307); ref: 2011 Dodge Charger Alternator Failure
Date: Friday, July 18, 2014 8:23:45 AM

Subject: FW: [REDACTED] Your report to NHTSA (ODI # 10598307); ref: 2011 Dodge Charger Alternator Failure

Please upload this email. Thanks.

From: [REDACTED]
Sent: Wednesday, July 16, 2014 3:40 PM
To: Chan, Steve (NHTSA)
Subject: [REDACTED] Your report to NHTSA (ODI # 10598307); ref: 2011 Dodge Charger Alternator Failure

The day my alternator burned up, my car was losing power while driving. There was a burning smell. I made it home before it completely died. The radio and dash board grew dim and went blank. The radio and dash starting blanking out long before the alternator died. Every now and then it just stopped working. The speed odometer was going up and down, it would climb to 60 then go all the way down to 10. It was a nightmare. The back tires have to be replaced every 2-3 months. I took it to the dealer where I bought it, they agreed something was wrong for the tire to wear so easily. I was told it was the tow-bar. The repair cost was \$640 but the dealer paid half of the cost. After the repair, my back tires still needed to be replaced every 2-3 months. The cruise control worked for about 2 months then stopped working. The driver side head light burns out every 2 weeks. I could go on but why bother? I think I bought a really bad car. I purchased my 2011 Charger on July 07, 2012 worst mistake of my life.

[REDACTED]

On Thu, Jul 10, 2014 at 9:31 AM, <Steve.Chan@dot.gov> wrote:
Dear [REDACTED]

Thank you for reporting to the National Highway Traffic Safety Administration (NHTSA) concerning:

“THIS IS THE SECOND ALTERNATOR IN TWO YEARS BOTH BURNED UP. CHARGER 2011 MODEL SUCKS BIG TIME. SO MANY PROBLEMS WITH THIS CAR. CHRYSLER SHOULD RECALL THE ALTERNATOR. I KNOW OTHERS ARE HAVING THE SAME PROBLEM.”

1. Did the alternator failed while you were driving? If so, were there any warnings (dash light, noise or smoke)? If so, did the car stall and about how long after the warnings before the car stalled? Were you able to re-start the vehicle or did it had to be tow?
2. Please email me a copy of the repair invoice(s).

3. Please email me the VIN if you do not have a copy of the repair invoice.

Thank you.

Steve Chan
Safety Defects Engineer
Office of Defects Investigation / NHTSA