

NEF-010

CL-10816065-8296

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

November 10, 2015

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue
S.E. Washington, DC 20590

NOV 20 2015

To Whom It May Concern:

RE: Vin #2C3CCAAAG4DH [REDACTED]

2013 Chrysler 300

[REDACTED]
W. Babylon, NY [REDACTED]

Cell: [REDACTED]

My name is [REDACTED] and I purchased a 2013 Chrysler 300 from Fiat Chrysler located in Patchogue, NY. I received notification that my car requires a Alternator Assembly Recall number P60/NHTSA 14V-634 as my antilock brakes may become disabled and I can loose power while driving my auto.

I just called Fiat Chrylser today at 631-289-8500 and their Service Department told me that they need to add my name to a list and that the parts need to be ordered which will **take two months**. They seemed very indifferent and when I mentioned I would be writing your group, they did not care. I feel it is very unsafe to continue using my auto knowing that my alternator assembly may fail and I request your help to expedite this matter.

Please assist me in obtaining a timely repair.

Thank you.

Sincerely,
[REDACTED]

*P.S. Everytime I have called, I
receive the same request to be
added to a list which will take
two months.*

NM
112415
SMD



FIAT CHRYSLER AUTOMOBILES

289-8500

ALTERNATOR

IMPORTANT SAFETY RECALL

P60 / NHTSA 14V-634

This notice applies to your vehicle (VIN: 2C3CCAAG4DH[REDACTED]).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 through 2014 model year Dodge Durango, Chrysler 300, Dodge Challenger, Dodge Charger and 2012 through 2014 model year Jeep® Grand Cherokee vehicles equipped with a 3.6L engine and a 160 amp alternator.

The problem is... The alternator diodes on your vehicle may experience a rapid failure. Variability in the failure mode ranges from no output, reduced output, and/or a fully shorted to ground condition. Depending on the alternator failure mode and timing, vehicle electrical system voltage may drop to critical levels, disabling systems such as Antilock Brake System (ABS), Electronic Stability Control (ESC), Electronic Control Module (ECM), and/or the Central Body Controller (CBC). The driver will have limited or no detection of the alternator failing, which can result in vehicle shutdown while driving and/or an underhood electrical fire.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will replace the alternator assembly. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will replace the alternator assembly. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. Please bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either recalls.mopar.com or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to recalls.mopar.com.

If you have already experienced this specific condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: FCA Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007. Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



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RECORDS
NOTIFICATION
APPLY

Notification Code

P60

Last 8 Characters of Vehicle
Location Number

H

Service was previously performed on my vehicle (check one if applicable):

My vehicle was inspected and found to be ok.

My vehicle was repaired.

Vehicle was (check one if applicable):

☐ scrapped

☐ stolen

☐ exported

Vehicle was sold to (check one if applicable):
A dealer, or someone whose name and address is unknown.
Someone other than a dealer (type or print the new owner's name and address below).

Name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Name's title (check one if applicable):

Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.

Mrs. ☐ Ms. ☐ Rev. ☐ Business

Name MI

Name

Address

Address

Address

Address

Address

Zip Code

Address

[REDACTED]
W. BABYLON, NY [REDACTED]

MID-ISLAND NY 117

12 NOV 2015 PM 2 L



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1200 New Jersey Avenue
S.E. Washington, D.C. 20590

20590

