

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City IDABEL State OK Zip Code [REDACTED]				Date Received 23-JUN-2016	
				Repository ☐ Reference No. 10876181	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).				Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]	
				Evening Telephone Number [REDACTED] Cell: [REDACTED]	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C3CCABG5DH [REDACTED]			Make CHRYSLER		Model 300
			Model Year 2013		
Date Purchased 12/12		Dealer's Name and Telephone Number James Hodge Chrysler - formerly Robbins Chrysler		Engine: No: Cylinders 6	
Original Owner ☒		Dealer's City Broken Bow, OK		Fuel Type: regular	
Transmission Type ☒ Antilock Brakes ☒ Cruise Control		Powertrain		Multiple Failure:	
				Incident Date(s) 19-JUN-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 60000	
				Failure Speed 20	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	
				Number of Deaths	
				Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2013 CHRYSLER 300. WHILE DRIVING 20 MPH, THE VEHICLE STALLED AND THE ABS AND TRACTION CONTROL WARNING LIGHTS ILLUMINATED. THE VEHICLE FAILED TO RESTART. THE VEHICLE WAS TOWED TO A DEALER WHERE IT WAS DIAGNOSED THAT THE BATTERY AND ALTERNATOR NEEDED TO BE REPLACED. THE VEHICLE HAD NOT BEEN REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE CONTACT WAS MADE AWARE OF NHTSA CAMPAIGN NUMBER: 14V634000 (ELECTRICAL SYSTEM), BUT THE VIN WAS NOT INCLUDED. THE FAILURE MILEAGE WAS 60,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Driving home from church we heard unusual sounds - about 2 miles from home - wanted to try to get home - we heard a bang and all systems started failing - radio, air conditioning, windows didn't work - power steering went out, power brakes, finally motor quit.

We coasted into our driveway.

We learned that some alternators have detected & recalled - but not our alternator - we expect more from a 2013 Chrysler, with only 60,000 miles -

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

[REDACTED]
Idabel, Oklahoma [REDACTED]
August 1, 2026

Robert Eaton
Chairman and CEO
Chrysler Motors
1000 Chrysler Drive
Auburn Hills, MI 48326

Dear Mr. Eaton,

On Sunday, June 19, 2016, our 2013 Chrysler 300S had a massive alternator failure. We have enclosed a description of the failure of the recalled alternator for the Chrysler 300LX, as that describes exactly how our car shutdown.

We are elderly people who have medical problems which require out of town doctor visits to Texarkana or Tulsa or Oklahoma City. We thought we had a reliable vehicle that we could depend on to get us to our destinations. We have had other Chryslers with no problems. This vehicle had a little less than 60,000 miles. We would not expect this to happen to this vehicle!

We have contacted customer service and filed a complaint with the National Highway Traffic Safety Administration, to make know to them our problem and our feelings, maybe thinking there might be a recall of these alternators also, so that what happened to us might not happen to others.

As I mentioned previously, this Chrysler is our fourth Chrysler, and we are upset to think that our 3 and ½ year old car could have had such a major problem. We are enclosing a copy of our repair bill, as well as the car rental bill. We were forced to rent a car as the local dealership "dragged their heels" in providing us a loaner vehicle, even though we told them this was our only vehicle.

Perhaps you feel there is nothing you need to do; however, we felt that you needed to be informed of the situation. We certainly will hesitate to purchase another Chrysler product, or recommend a Chrysler to our friends!

Sincerely,
[REDACTED]
[REDACTED]

CC: Chrysler Group Customer Care and the National Highway Traffic Safety Ad.

CUSTOMER #:

INVOICE



606 South Park Drive - Broken Bow, OK 74728

Phone: 580-584-9151 - Fax: 580-584-6055

www.jhdodge.com

PAGE 1

IDABEL, OK

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 74 JESSICA STRICKLAND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVE	13	CHRYSLER 300	2C3CCABG5DH		41000/41000	T1925

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28DEC12 DE			17:00 21JUN16		0.00	CASH	23JUN16

R.O. OPENED	READY	OPTIONS:	STK:	ENG: 3.6L_V6	TRN: AUTO
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13:59 21JUN16	17:09 23JUN16
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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A C/S VEH TOWED IN VEH WILL NOT START AND RUN... PLEASE ADVISE

10 DRIVEABILITY DIAGNOSTICS

132 CP 237.50 237.50

1 4801778AF ALTERNATOR-ENGINE 656.25 656.25 656.25

OVERNIGHT

1 BB0H7730AA *BATTERY-STORAGE 184.13 184.13 184.13

ALTERNATOR BURNT OUT CAUSING BATTERY TO FAIL REPLACED ALTERNATOR

AND BATTERY

TEST DROVE ALL OK

B COMPLIMENTARY VEHICLE INSPECTION

99P COMPLIMENTARY VEHICLE INSPECTION

132 CP 0.00 0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 25.00

POSTED

JUN 22 2015

DISCLAIMER OF WARRANTIES: Any warranties on products sold are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty or merchantability or fitness for a particular purpose and this company neither assumes, nor authorizes any person to assume for it any liability in connection with the sale of said products or service.

I hereby request that the repair work hereinafter set forth to be performed on the above described above vehicle and authorizes the use of necessary labor and materials. Such vehicle may be operated for inspection and delivery purposes. I understand that you shall not be responsible for any loss or damage of any to vehicle or articles left in vehicle.

Thank you for the opportunity to serve you. Its our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends. If not, please tell us immediately.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	237.50
PARTS AMOUNT	840.38
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	1102.88
LESS INSURANCE	0.00
SALES TAX	77.74
PLEASE PAY THIS AMOUNT	1180.62

Hertz

#01 RN

CC

INITIAL CHARGES

RENT RT \$ 28.00 /DAY @ 2 /DAYS \$ 56.00
SUBTOTAL T\$ 56.00

CHARGES ADDED DURING RENTAL

LDW ACCEPTED @\$ 23.99 DAY T\$ 47.98
LIS DECLINED
PAI, PEC DECLINED
PREM RD SVC DECLINED

* ADDITIONAL CHARGES

SERVICE CHARGES/TAXES

ENERGY SURCHARGE T\$ 1.49
Express Fuel Accepted \$ 13.99
TAX 15.250% ON TAXABLE TTL OF \$ 105.47 \$ 16.08
MISCELLANEOUS ADJUSTMENTS \$- 6.00
TRIPLE AAA \$- 6.00
TOTAL AMOUNT DUE \$ 129.54
CHARGED ON MC XXXXXXXXXX

FOR EXPLANATION OF THE ABOVE CHARGES,
PLEASE ASK A REPRESENTATIVE OR GO TO
WWW.HERTZ.COM/CHARGEEXPLAINED

VEHICLE: 01695 /31 18 SONIC N
LICENSE
FUEL: FULL 8/8 OUT 8/8 IN
MILEAGE IN: 8264 TR-X MILES:
MILEAGE OUT: 8214 MILES ALLOWED:
MILES DRIVEN: 50 MILES CHARGED:
CDP: 00099

RENTED: SOUTHEAST AUTOPLEX
RENTAL: 06/20/16 15:06
RETURN: 06/22/16 09:50
RETURNED: SOUTHEAST AUTOPLEX
COMPLETED BY: 4717/OKIDA03

PLAN IN: CNVD RATE CLASS: B
PLAN OUT: CNVD

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

Search Frequently Asked Questions

Search

Search by Keyword

X

P60 - Safety Recall - Alternator / 2011-2014 (LX) Chrysler 300, (LD) Dodge Charger, (LC Dodge Challenger, (WD) Dodge Durango and 2012- 2014 (WK) Jeep Grand Cherokee

Answer ID 24663 | Published 06/10/2015 01:41 PM | Updated 04/20/2016 03:52 AM

What are the details of Safety Recall P60?

Owner notifications were mailed on Feb 27, 2015. If your vehicle is involved in this recall you would have received a notice advising you of such. If you received a notice, follow the instructions on the owner notification and, as indicated, work with your local Chrysler, Dodge, Jeep or Ram Dealership to schedule your appointment.

Additionally, you may also visit [Recall VIN Lookup](#) to view recalls that may still be open on your vehicle.

Models:

2011 - 2014 (LC) Dodge Challenger

(LD) Dodge Charger

(LX) Chrysler 300

(WD) Dodge Durango

2012 - 2014 (WK) Jeep Grand Cherokee

Subject:

The alternator diodes on about 433,000 of the above vehicles 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.

Repair:

The alternator assembly must be replaced.

Additional Questions:

Please contact the FCA Recall Assistance Center at 1-800-853-1403.

CHOOSE ONE OF THESE METHODS TO CONTACT US

