

**From:** [REDACTED]  
**To:** [PortableSafetyComplaint \(NHTSA\)](#)  
**Subject:** Filing a Safety Complaint - [REDACTED] 2012 Durango 1C4RDHDG5CC [REDACTED] - Continuing Issues. Please HELP  
**Date:** Friday, September 23, 2016 3:54:00 PM

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I own a 2012 Dodge Durango that was purchased brand new in 2012, Vin 1C4RDHDG5CC [REDACTED]. The vehicle has been exceptionally cared for. It has always been garage kept, detailed and has had scheduled maintenance and oil changes.

When the manufacturer warranty ran out the Mopar MaxCare 5 year 80,000 mile extended warranty was purchased. Several months after the warranty was purchased I noticed a small amount of fluid leaking on the driveway so I took the Durango to Covert Dodge located at 8107 Research Blvd, Austin, TX 78758. I had not had any issues with the Durango other than the fuel pump relay prior to this leak, that service was covered by a recall on 11-10-2016 with 60,253 miles.

The Durango had approximately 64,000 miles when I took it to Covert on 4-11-2016. After 10 days I was told that the power steering hose was leaking and they had replaced the damaged part along with the front struts and transmission cooler. I paid the \$200.00 deductible plus a transmission service and oil change I had requested. The total was \$435.00.

Before I left the dealership I opened the hood to find the entire front of the motor, radiator, fan and chassis covered in oil. I asked if they usually clean the oil off before releasing the car to the customer. I was told that the transmission cooler and hoses were replaced and that is was oil from that. They took the Durango back to the shop to clean the oil off. After 10 minutes I walked to the back where they were cleaning it and found a [REDACTED] year old boy (I asked him his age) power washing the oil off the motor and side walls! I told him to stop power washing the motor as the high pressure could push the water past the seals on the TPIM and other electrical components and short them out. I explained to him he should never power wash a motor with so many electrical components. He stated he just started working there and was not trained on everything yet. I believe this is when the electrical problems began.

I only made it  $\frac{3}{4}$  of a mile down the road when the Durango just shut off and the motor died. Every light on the dash board lit up and flashed at me. After putting the hazard lights on and dealing with folks blasting their horns at me I eventually got the motor started and brought it right back to the dealership. The Durango has never had any electrical issues other than the fuel pump relay and has never had the check engine or service light on so I found it very odd that after bringing it in for an power steering leak it started having electrical issues. They gave me a loaner and told me to make sure I wash the loaner and fill it up with gas

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before I return it.

2 weeks later I was told the crank position sensor has been replaced and I could pick up my Durango. Again, I opened the hood to inspect and found the power steering fluid level was below the minimum mark. I explained to the service manager that I had initially brought the vehicle in for a power steering fluid leak and ask if he could have the fluid level topped off which he did. I drove the Durango home with no issues but the next day the Durango shut off once again with all the lights flashing at me like a Christmas tree.

I called the dealership, left a message and went right back to drop off the Durango. Another 2 weeks went by and nothing had been done to the Durango. I was told that the technician working on my car is having personal family issues. My Neighbor works for Nyle Maxwell Dodge in Temple Texas who stated they have very experienced mechanics and they should be able to fix it pretty quick. I called Covert and told them I was picking up the Durango and taking it to another dealership as they had over six weeks to resolve the issue. I arrived 15 minutes later and the Durango was out front waiting for me, seems they wanted it gone as much as I wanted to take it. When I dropped the Durango off I had the entire car detailed costing me \$80, when I picked it up it looked like it was sitting in the body shop and had what looked like watered down paint splattered all over the side and back of the car. I took pictures of it and asked if they usually return vehicles to their customers this way. They took it into the back to clean up the mess, 45 minutes later I was in the Durango on the way to Nyle Maxwell.

6 weeks after bringing it to the dealer for a PS leak the Durango electrical issues were still not fixed but I had faith that Taylor Nyle Maxwell would get the job done. They called me the following week and stated the PCM was bad and needed to be replaced.

After replacing the PCM and many other parts the issue was still not resolved. I got the vehicle back just to have it stall and die out again, I returned it to Nyle Maxwell and 3 weeks later they eventually installed parallel wires over the existing wires on the 5v system and this seemed to resolve the issue. I got the vehicle back the first week of July 2016. It was at the dealership for over 3 months.

The Durango still has quirky issues, the blind spot detection system will say needs service from time to time, the radio will lock up and not work until the car is shut off for 15 minutes, this happens every other week or so. The automatic rear door opener and closer sometimes will not work, the information panel will state that it does not detect the key in the vehicle even though I have it in my hand. I thought it may be the key fob battery so I replaced it only to have the same thing happen. I have two key fobs so I grabbed the spare and it still says key not detected. This happens at least once a month. Twice since getting the vehicle back I will go to start the car and it will turn over but not start. The starter will just

crank and crank but the engine will not start. If I shut it off, open the door and let it sit for a few minutes it will finally start.

On 9/22/2016 I was driving to an important meeting regarding the purchase of my new house and the battery light came on. I smelled a strong odor of electrical burning and all the lights on the dash board came on, the blind spot alert system was stating it was inoperable, the AC stopped working, the seat belt not buckled light and dinger stated to go off even though my belt was fastened and the Durango just shut off, right in the middle of the toll road highway stranding me in the middle lane. The hazard lights did not even work. I put the car in park to try to restart it but it was totally dead, nothing worked and the car was stuck in park! I could not put the vehicle in neutral to move it out of the highway, also the key got stuck in the ignition and could not be removed. I was so afraid someone was going to run right into the back of me and the car. Major safety issue. I called the Mopar warranty road side assistance and 1 ½ hours later I was able to get the car off the 102 degree highway. The tow truck driver dropped it off at Nyle Maxwell in north Austin.

As a result of all of these issues, which seem to have started when Covert Dodge power washed the engine bay, I am no longer confident the vehicle can be trusted and be reliable not to mention the safety factor. As you can tell from the vehicle history, I feel I have been patient and cooperative in allowing Chrysler and the dealerships to find a resolution. I was not happy about the solution of adding bypass wires under the hood, but since it seemed to fix the issues, I accepted it. Now that the issues seem to still be present, I would like Chrysler to provide some restitution for this vehicle. Could somebody please call me at [REDACTED] so we can discuss options?

Sincerely

[REDACTED]

Technical information:

STAR Case opened by NYLE MAXWELL CHRYSLER DODGE JEEP indicated P-code P0642 as primary code.

Concern/Resolution and Case Activity		
CONCERN	TID	Date
Engine will sometimes stall out.	T4053SR	06/22/2016 5:57:08 PM

## RESOLUTION

Advised Tech to inspect the splice on circuit k855, then inspect the harness prior to replacing the harness.

T4053SR

06/22/2016 5:57:08 PM

These are the steps for diagnosis of code P0642:

P0642-SENSOR REFERENCE VOLTAGE 1 CIRCUIT LOW For a complete wiring diagram, refer to the Wiring Information.

When Monitored: Ignition on.

Set Condition: When the Powertrain Control Module (PCM) recognizes the Primary 5-Volt Supply circuit voltage is too low. One Trip Fault. ETC light is flashing.

Possible Causes:

(F855) PRIMARY 5-VOLT SUPPLY SHORTED TO GROUND

SENSOR SHORTED TO GROUND

5-VOLT SENSOR

POWERTRAIN CONTROL MODULE (PCM)

Warranty History:

?? 6/22/2016 Nyle Maxwell @ 68,253 miles No warranty claim billed. Only a STAR Case in system.

5/6-13/2016 Nyle Maxwell @ 68,207 miles Replaced the PCM (Powertrain Control Module) due to Code P0642

4/11-27/2016 Covert @ 67,821 miles Replaced 2 front shocks, Steering Return line (2 sections, metal & rubber), Tran Cooler, Crank Sensor, Flashed the TCM & PCM.

11/10-14/2015 Covert @ 60,802 miles Recall R09 (fuel Relay harness) & P14 (Brake Booster shield)

1/30/2014 Mac Haik Dodge @ 33,274 miles Radio Reprogram/exchange