

NEF-010
CL-10924716-1498

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

October 21, 2016

NOV -1 2016

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

Dear Sir or Madam:

I am writing to request assistance with a recall notice on the alternator for a 2012 Dodge Durango. This past week my alternator shorted out causing me to lose the entire electrical system and requiring replacement of both the alternator and the Performance Control Monitor. Subsequent to having the alternator and PCM replaced I found a Fiat Chrysler recall notice posted on the web (see attached). Since I had not received a recall notice for my vehicle (VIN 1C4RDJDG4CC[REDACTED]) I called the FCA Customer Service Assistance Center. They advised that the notice did not apply to my particular vehicle although the problem specified in the recall notice was the exact same problem and my vehicle (2012 Dodge Durango/3,6L) was one of the models included in the recall. Apparently the recall only applies to specific vehicles based on VIN numbers.

Based on my conversation with the customer representative, I was led to believe that Chrysler researches all customer problems and recalls are based partially on the number of problems/complaints reported. I then asked him to document that I was reporting the problem with my vehicle and that I felt it should be included in the recall, since my problem and vehicle were identical to vehicles that were included in the recall.

I am writing to ask for your assistance in determining if Chrysler has appropriately included all vehicles in their recall notice that have experienced this identical problem with their alternator and PCM. Based on other complaints I found on various websites, it appears that Chrysler has very narrowly interpreted their recall requirement and have excluded a number of vehicles that have experienced the same identical problem.

I would be glad to provide any additional information you may need to pursue this issue.

Sincerely,

[REDACTED]

[REDACTED]
Florence, Ky [REDACTED]

cc: FCA Customer Assistance

ET
110216
SMD



FIAT CHRYSLER AUTOMOBILES

ALTERNATOR

IMPORTANT SAFETY RECALL

P60 / NHTSA 14V-634

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

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

Dear: (Name)

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 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.

1086 Burlington Pike
Florence, Kentucky 41042
(859) 525-1344

FLORENCE, KY

HOME: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 141 TESARA SHORT

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|--------|------|---------------|------------------------|---------|-----------------|------------|
| SILVER | 12 | DODGE DURANGO | 1C4RDJDG4CC [REDACTED] | | 109999/109999 | [REDACTED] |

| IN.SERVICE DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|-----------------|------------|------------|---------------|--------|------|---------|-----------|
| 25OCT12 DD | | | 15:45 19OCT16 | | 0.00 | CASH | 20OCT16 |

| R.O. OPENED | DATE REPAIRS COMPLETED | OPTIONS: | SOLD-STK: | DLR: | ENG: |
|---------------|------------------------|----------|------------|------------|------|
| 14:27 19OCT16 | 12:36 20OCT16 | | [REDACTED] | [REDACTED] | 3.6 |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A Engine Concern VEHICLE WAS DRIVING FINE, SMELLED BURNING FLUID, TURNED OFF CAME BACK OUT A FEW MIN LATER NO POWER AT ALL, TOW DRIVER TRIED TO JUMP AND HAD SPARKS
 ENGINE Engine Concern VEHICLE WAS DRIVING FINE, SMELLED BURNING FLUID, TURNED OFF CAME BACK OUT A FEW MIN LATER NO POWER AT ALL, TOW DRIVER TRIED TO JUMP AND HAD SPARKS
 14 BARHORST, DAVE LIC#: 0293

| | | | | | | | |
|--------|------------|---------------------------|--------|--------|--------|---------------|--------|
| CP | | | | | | 459.99 | 459.99 |
| 1 | 5150650AB | MODULE-POWERTRAIN CONTROL | | | 294.00 | 294.00 | 294.00 |
| 1 | CBWHP601AA | ALTERNATO-ENGINE | | | 118.50 | 118.50 | 118.50 |
| PARTS: | 412.50 | LABOR: | 459.99 | OTHER: | 0.00 | TOTAL LINE A: | 872.49 |

109999 4.00
 replace alternator.
 charge battery.
 alt has also shorted pcm.
 replace pcm and program to car.

 B COURTESY VEHICLE INSPECTION
 00 COURTESY VEHICLE INSPECTION
 14 BARHORST, DAVE LIC#: 0293
 CP
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SERVICE MATERIAL CHARGE 32.20

This month marks our 86th year in business and 35th year at this location. We thank you for entrusting us to aide you in maintaining the investment in your vehicle. Your continued patronage tells us you like the way we do business.

SERVICE



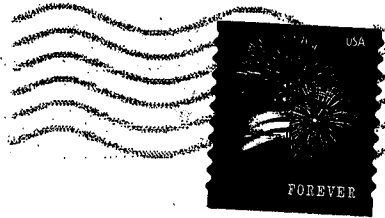
1086 Burlington Pike * Florence, KY 41042
(859) 525-1344

| STATEMENT OF DISCLAIMER | DESCRIPTION | TOTALS |
|---|------------------------|--------|
| The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. NO GUARANTEE ON RUST WORK CUSTOMER SIGNATURE | LABOR AMOUNT | 459.99 |
| | PARTS AMOUNT | 412.50 |
| | PAINT & MATERIALS | 0.00 |
| | SUBLET AMOUNT | 0.00 |
| | MISC. CHARGES | 32.20 |
| | TOTAL CHARGES | 904.69 |
| | LESS ADJUSTMENT | 0.00 |
| | SALES TAX | 24.75 |
| | PLEASE PAY THIS AMOUNT | 929.44 |

[Redacted]
Florence, KY

CINCINNATI OH 452

2007 OCT 20 15 PM 53



National Highway Traffic Safety Admin
1200 New Jersey Ave SE
Washington, DC 20590

20590-

