

VQ 11024372.8019

I purchased my 2013 Dodge Durango in March of 2014. VIN#1C4RDJDG6DC [REDACTED]

On 7/6/17 I drove to Scranton from Williamsport for my job and on the way home, the car left me sitting as it went completely dead on Rt 118. At this time I was 1.5 hours from home and had called 2 different auto parts store or garage who could not help me. I called my Husband in Williamsport to come to my rescue. He arrived over 2 hours later with a new battery. However the car was completely dead and he could not get to the battery because of the genius idea to install the battery under the "powered" passenger seat. He did manage to hook up jumper cables to get enough juice to move the seat up, so he could switch batteries. After he switched the batteries, off we went. But to only go 25 miles before it all happened again, and the NEW \$250 battery was now dead. Needless to say it took 4 batteries, and 6 hours to get 70 miles home.

On 7/10/17 I was able to get my car into a local garage about .5 mile from my home. This mechanic put a new Alternator in and it still did not work properly. He suggested it was not the Alternator, it was the PCM and needed to be fixed by the dealership for programming. He stated that if it was the Alternator, he would have charged \$400-\$500. Well, the Dodge dealership is located 30 miles from my home. I called the Dealership and they could get my car in on 7/17/17. Meanwhile, I'm without a vehicle this entire time!

On 7/16/17 my Husband managed to get the car to the dealership for service on 7/17/17. On the 17th the dealership called me stating that the Alternator needs replaced and the PCM was fine. This would cost me \$950 for replacement. I found an Alternator recall from Chrysler.com stating in certain 2011-2014 Dodge Durangos are affected by this recall. When I pointed this out to the Dealership the state there is no recall on my vehicle and I would need to pay the cost for replacement. I informed them that I would call them back as I needed to discuss with my Husband and come up with the money.

7/18/17, I called Fairfield Dodge to give the go ahead and fix my car, as I really need my car! And it is too much of a hassle to get it back to the other garage to fix this at a cheaper cost. I would like to point out again, that there is a recall on 2011-2014 Dodge Durango Alternators, mine goes bad at 4 years old and its not covered under this Recall, because mine "was not affected by this"! I would also like to make you aware that this \$950 was the air fair money I had saved to take my family to Disney in September. So THANK YOU for ruining my children's Disney vacation because my car was ONE not affected when SEVERAL were affected by this recall.

I will never purchase another Dodge nor will I ever purchase another vehicle from Fairfield. A response would be right and appreciated!!

[REDACTED]

[REDACTED]

From:

Sent:

[REDACTED]
Tuesday, July 18, 2017 10:01 AM

To:

[REDACTED]



FCA GROUP

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.

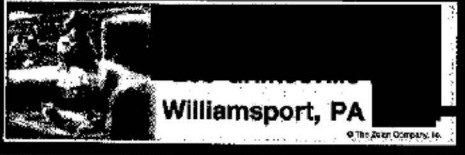
Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to recalls.mopar.com.

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



HARRISBURG PA 171

19 JUL 2017 PM 11



National Highway Traffic Safety Ac
1200 New Jersey Ave. S.E.
Washington DC. 20590.

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