



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

200 New Jersey Avenue, SE
Washington, DC 20590

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

August 16, 2019

[REDACTED]
Lima, OH [REDACTED]

Dear [REDACTED]

NEF-109 ela
Ref. No. 11175371

Thank you for your correspondence concerning your model year (MY) 2013 Dodge Durango vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that your MY 2013 Dodge Durango experienced the safety defect identified in NHTSA Safety Recall Campaign No. 17V-435. You paid to have the alternator replaced and therefore request a reimbursement.

Vehicle recalls are very serious and we strongly encourage owners to have their vehicles repaired as soon as possible. We know that Fiat Chrysler Automobiles (FCA) began mailing notifications to owners for Recall 17V-435 in March 2018. So that means that the notification was in your possession prior to your son's incident on September 10, 2018.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem **prior** to the manufacturer's notification. In most instances reimbursements are eligible for paid repairs one (1) year prior to the manufacturer's notification. However, manufacturers are not required to reimburse an owner for a recall repair outside their dealer network once the owner has possession of the recall notification letter.

We understand that your son experienced an emergency. However, if the vehicle had been towed to an FCA dealer—which would have been open for business on Monday, September 10, 2018—the repair would have been free of charge. Also, the repair performed by the independent mechanic does not satisfy or close FCA's recall. We entered your vehicle identification number (VIN) into our VIN Look Up Tool and confirmed that Recall 17V-435 is still open (enclosed).

We recommend that you contact FCA or a local dealer to schedule an appointment to have the recall replacement alternator installed on your vehicle, free of charge. We also suggest that you

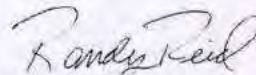
continue to work with FCA for reconsideration of your reimbursement request on the grounds that your son was traveling out of state, unfamiliar with the area, and required an emergency repair.

You may consider contacting your local Consumer Protection Agency or the Ohio Attorney General's Office regarding your problem and rights under the State laws. You may also ask your local dealership for a meeting with an FCA district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

Vehicle Identification Number (VIN)

Every vehicle has a unique VIN. Enter a VIN to learn if a specific vehicle needs to be repaired as part of a recall.

1C4RDJDG3D

17/17



Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

Learn More →

2013
DODGE DURANGO
AWD



VIN 1C4RDJDG3D

Recall data refreshed on Aug 15, 2019

1 Unrepaired Recalls associated with this VIN

Jul 10, 2017

Manufacturer Recall Number T36

NHTSA Recall Number 17V-495

Recall Status Recall Incomplete

Summary

The alternator may experience diode thermal fatigue failure due to cyclical loads induced by Electro-Hydraulic Power Steering.

Safety Risk

Failed diodes may also develop a resistive short circuit that can result in heat, smoke and/or fire originating within the alternator.

Remedy

The alternator part number must be inspected on all involved vehicles. Vehicles found with the suspect alternator will have it replaced with a new alternator containing improved diodes on all affected vehicles.

Manufacturer's Notes

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.

Find a dealer.

Locate a dealer near you to get your vehicle repaired.

Go