

[REDACTED]  
[REDACTED]  
**Winston-Salem, NC** [REDACTED]  
[REDACTED]

November 25, 2024

National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, D.C. 20590

To Whom It May Concern:

As you can see from the attached, we've made a couple of attempts to get in touch with Dodge/Stellantis regarding what we feel should've been a safety recall. Unfortunately, they've only responded with basically your vehicle is out of warranty so there's nothing we can do. We are hoping you will review the attached and get us some resolution to our request. Should you have questions or need additional information, please give us a call at the number listed above. Thank you in advance for your time, and we look forward to hearing from you soon.

Sincerely,  
[REDACTED]

dm

[REDACTED]  
Winston-Salem, NC  
[REDACTED]

October 29, 2024

Dodge Customer Care  
PO Box 21-8004  
Auburn Hills MI 48321-8004

To Whom It May Concern:

I tried sending the below letter, and not sure if it reached the correct person or not. I also received an email stating that since our vehicle was no longer under warranty there was nothing they could do. Being a [REDACTED] I totally disagree. There are exceptions to every rule. Stellantis/Dodge acknowledged the 5.7 Hemi V8 as having motor issues, but because the government didn't issue a safety recall, nothing was done about it. I totally disagree on this too, as it could've been a safety issue. What happens when one is on a highway/interstate going 65+ MPH, could be in the far left hand lane and not able to get over fast enough due to motor malfunctioning, then causes a "x" number car pile up in a wreck, and someone possibly get seriously injured or killed. Does it then warrant a safety recall? I'm sure not many people have approached and asked for compensation back for this issue, but I'm not one to let things go lightly. I feel that Stellantis should stand behind their products better than this, and reconsider compensation towards the money we spent to get a new motor put in our vehicle. This does not need to stop at Customer Care, but needs to be served "up the ladder". I hope that your decision will be reconsidered. We look forward to hearing from you soon. Thank you.

Sincerely,  
[REDACTED]

[REDACTED]  
[REDACTED]  
**Winston-Salem, NC** [REDACTED]  
[REDACTED]

September 26, 2024

David Elshoff  
Attn: Ralph Gilles – Chief Design Officer  
248-512-2690  
David.elshoff@stellantis.com

Hello David/Ralph. I hope this email/letter finds you well. We have a 2013 Dodge Durango (VIN # 1C4SDJET9DC [REDACTED]), and up until this year have had minimal issues and been able to enjoy. In April 2024, we experienced motor issues resulting in the purchase of a remanufactured motor since Dodge/Chrysler does not make a brand new motor for this year due to computer changes over the years. The original motor only had 132,000 miles. Unfortunately, the first remanufactured motor only got us 2,000 miles because that motor dropped a spring in the 7<sup>th</sup> cylinder; which according to the below is due to the MDS system and used more often. Total mileage is now 134,000. We are in the process of getting a 2<sup>nd</sup> remanufactured motor. Over the last 6 months, our vehicle has been in the shop more than not. Based on one of the slides below it mentions that there has been no acknowledgement of an issues with the 5.7 Hemi V8 motors for this year and the issues have been with 5% or less of those manufactured, and that no recall will be done since it's not a safety issue. I tend to disagree, it is a safety issue when your vehicle breaks down on you on the side of the road. Have you seen how people drive these days? We were hoping this vehicle would last us until retirement age ([REDACTED] and another 100,000+ miles), and then purchase a new vehicle for retirement. In talking with others in the mechanic world, this has been a known issue not only with Dodge, but with other manufacturers as well. I am hoping you will look into this further, and consider some type of compensation to us for the issue and inconveniences this has caused us. I am more than happy to provide you the places we've had our Durango serviced at, along with the cost of the motor we've had to purchase this year. Thankfully the

first remanufactured motor is under warranty so we're not having to pay out a 2<sup>nd</sup> time. You will find that we serviced our vehicle on a very regular basis. Unfortunately knowing this issue we feel forced to purchase a new vehicle for reliability, and not having to take it to the mechanics every 2 weeks. If you could see our vehicle, you'd find it in immaculate shape for the age. Only 2 small dings on the body, otherwise, it looks brand new inside and out. As a matter of fact, people have asked what year it is and when we tell them they can't believe it more than 10 years old. We have taken very good care of it in hopes it would last us for several years. The way to longevity on a vehicle is just like taking ourselves with physicals and annual checkups with our physicians. I've been told by calling your 800# there is nothing that can be done since our vehicle is no longer under warranty. I disagree with this as well. We have personally owned 4 Dodge's over the last 40 years, and there are always exceptions to every rule, and hopefully to loyal customers. Most people will call your 800# and be told what we were and do nothing additional. In my years of [REDACTED] there is always a way to make things right. I hope that you will review this information, and find it in good faith and customer service excellence to compensate us financially for our inconveniences. Thank you for your time, and we look forward to hearing from you soon.

Sincerely,

[REDACTED]

## 5.7 Eagle Hemi V8 Engine Use

300C/300S V8: 363 hp, 394 lb-ft

Charger R/T: 370 hp, 395 lb-ft

Challenger R/T Automatic: 372 hp, 400 lb-ft

Challenger R/T 6 Speed Manual: 375 hp, 410 lb-ft

2009-2012 Ram 1500 Truck: 390 hp, 407 lb-ft

2013+ Ram 1500 Truck: 395 hp, 410 lb-ft

Ram 2500/3500 Truck: 383 hp, 400 lb-ft

Jeep Grand Cherokee and Jeep Commander: 360 hp, 390 lb-ft

2011+ Dodge Durango: 360 hp, 390 lb-ft

2009 Chrysler Aspen and Dodge Durango non-HEV: 376 hp, 401 lb-ft

2009 Chrysler Aspen and Dodge Durango HEV: 399 hp, 390 lb-ft

2022 Jeep Wagoneer: 392 hp, 404 lb-ft

## Chrysler MDS (Multi-Displacement System)

-It debuted in 2006 on the 5.7 L modern Hemi V8

-It deactivates four of the V8's cylinders when the throttle is closed or at steady speeds

-Chrysler expected that the technology would boost economy by 10% to 20%

-In order to preserve the characteristic rumble of the V8 engines, Chrysler and Eberspaecher North America designed a special exhaust system for MDS-equipped vehicles. This includes four separate mufflers, two large central ones for V8 mode and two smaller ones near the tailpipes for four-cylinder mode

-Applications: Chrysler 300, Dodge Charger, Dodge Magnum, Jeep Grand Cherokee, Dodge Durango, Dodge Ram (1500 only), Jeep Commander, Chrysler Aspen, Dodge Challenger

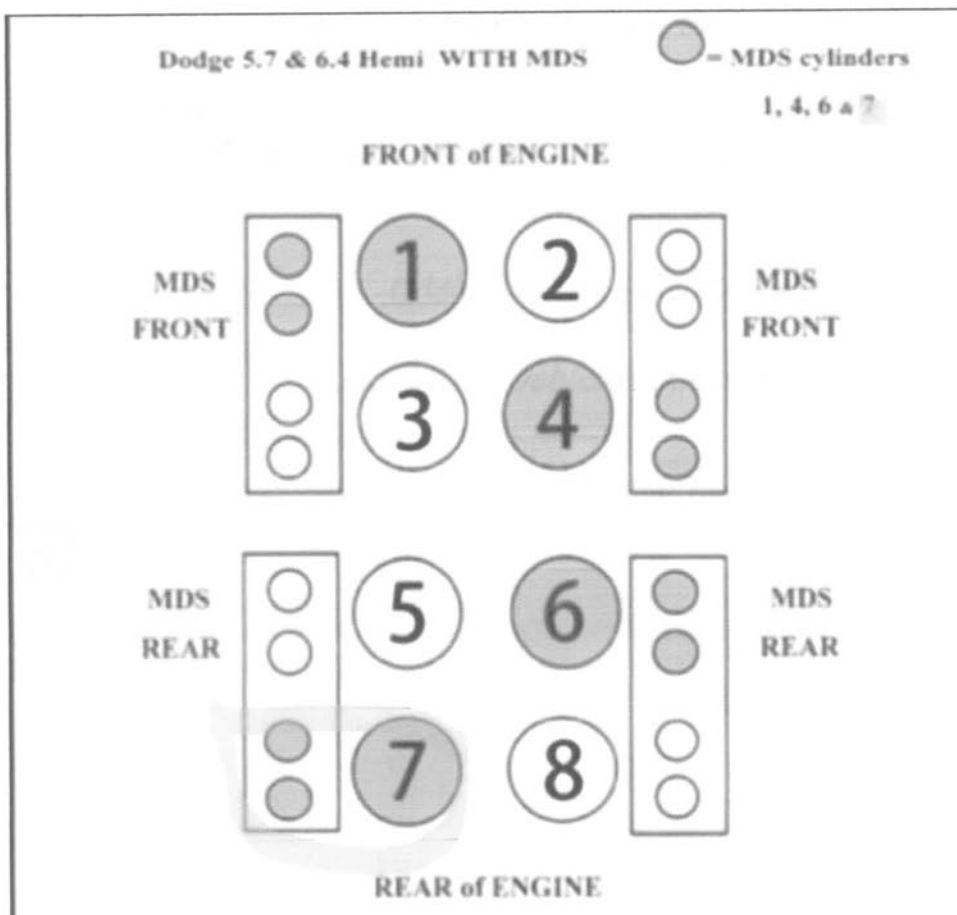
## The 'Hemi Tick'

*-Abnormal ticking coming from your engine bay that has been deemed 'normal' by dealerships*

*-2 different primary causes of this ticking*

*1. Ticking on a cold start, it usually goes away after a few minutes once the engine heats up, and this is an exhaust leak, as the exhaust manifold bolts break, creating a leak*

*2. Intermittent lifter ticking noise that you hear once the engine has reached ideal operating temperature*



### 3. When Does it Happen?

- Sample size of 1,000 Hemis with this issue were collected
- The average mileage of the affected vehicles for this issue was 118,500 miles
- So it is a problem that happens gradually over the life of the vehicle, and not something that affects it early on

### 4. Which Vehicles Are Affected the Most?

- We see a lot of 2011-13 models affected, across the whole lineup of Hemis so Charger, Challenger, Rams, Jeeps, etc.
- There's also an extensive amount of fleet cars, work trucks, and cop cars that are affected (vehicles that have idled extensively and not changed oil frequently)
- Oddly enough, few 2009-2010s
- Less 2016+ vehicles (more on this soon)

\*Happens to an estimated 5% of 5.7 Hemis 

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## 5. Why Does It Happen? (A Compilation of Theories)

1. Lack of Lubrication to the Needle Bearings
2. Too Much Idling (Not Changing Oil By Engine Hours)
3. Cheap Lifter Quality – Manufacturing during Bankruptcy Era
4. Stock Oil Too Thin
5. Lubrication Design Flaw
6. Awkward Push Rod Angles
7. MDS On/Off
8. Deliberate Flaw

## 7. What Does Chrysler Say About This?

- No formal acknowledgement of the issue
- Chrysler would simply rather take on the warranty costs as that costs less
- There will be no recalls, as those are government forced for safety issues  
ONLY
- There is also still no TSB issued (questionable)
- The Hemi is due for an upgrade or update soon anyways, so I bet we see  
that things change then

Here's a good list of vehicles that have the 5.7 HEMI that are affected:

- 2003–present Ram Pickup
- 2004–2009, 2011–Present Dodge Durango
- 2005–2008 Dodge Magnum RT
- 2005–present Chrysler 300C, 300S V8 (2010, 2012–Present)
- 2005–present Jeep Grand Cherokee
- 2006–present Dodge Charger RT
- 2006–2010 Jeep Commander
- 2007–2009 Chrysler Aspen
- 2009–present Dodge Challenger RT
- 2022–present Jeep Wagoneer

Winston-Salem, NC



12-7-74  
NEP

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Safety Administration  
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