

CENTER FOR AUTO SAFETY

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INVESTIGATIVE DIVISION

September 8, 2014

The Honorable David J. Friedman
Acting Administrator
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue SE, West Building
Washington, D.C. 20590

Dear Administrator Friedman:

The Center for Auto Safety (CAS) filed a petition for defect investigation on August 21 regarding Chrysler Totally Integrated Power Modules (TIPM) failures. CAS writes you today in order to supplement our petition with complaints we have received since the date of our petition. Attached to this letter you will find a list of all consumer complaints received by CAS since the date of our petition. You may review the complaints in detail by clicking on the "view" link to the left of each listing.

Although TIPM failure contributes to a range of failures in vehicle electric components, the safety issue which is most often reported is stalling. In our most recent survey of TIPM complaints, we find the following:

After much research, I have found that my TIPM is bad. My vehicle started experiencing issues with starting and stalling in January of 2014 (@ just over 30K miles). Initially I did not think much of the problem as it was in January and cold here in Colorado. The problem mildly continued in Feb and March... fast forward to July 2014 and the problem became more prevalent. I finally have an appointment with the local dealership to look at the problem (tomorrow - 28AUGUST2014). I cannot afford to purchase or lease another vehicle, let alone rent a vehicle on a daily basis. The safety concerns surround the very real possibility that this vehicle could stall while I am driving to and from work. I often worry about being stranded at any location due to the complications I have while trying to start my vehicle.

- [REDACTED] Parker, CO

Engine unexpectedly quits. It can happen at any time and has been doing multiple times since July 2012. It is estimated it has happened 150 times in this time period. It will happen when stopped at a stop sign/light, on the highway cruising and at slow speeds. It will happen no matter the level of gas in the gas tank. Dealers have been unable to determine the problem as no codes are being recorded. The coils were replaced on each cylinder at a cost to me of \$500 with no results. To restart the engine, the car is placed in neutral, the ignition turned off and then restarted. It starts immediately. The car can travel 300-400 miles with no stalling and then stall 4 times in a 30 mile stretch. There is no pattern. I will not allow anyone else to drive the car now. Current miles are 118,000.

- [REDACTED] Clinton, MI

ES14-004139

On 4 separate occasions since the vehicle was purchased (New) the entire electrical system has shut down while in en route. operating at cruising speed during both daylight and nighttime hours the entire electrical system shutdown (radio, AC, wipers, tachometer, speedometer, headlights, fog lamps Etc) and within ½ second the system seemed to "reboot" and returned to normal operation. 1st shutdown occurred around 5K miles in 2008, 2nd around 28K in 2010, third time in 2012 approx 48,000 miles and most recently, two weeks ago (14 August 2013). each time everything (including the engine) cut-off and returned to normal operations within ½ to 1 second later. luckily each time this occurred the vehicle was moving at normal speed through moderate traffic and did not cause any interruption in the normal flow of traffic, but who knows what may happen the 5th time? I'm almost scared to drive my own vehicle to work anymore.

- [REDACTED] Cameron, NC

Multiple times windshield wipers began going and warning lights flashed inside the car and windows went down without being powered and doors open and shut by themselves. Three times the car engine spontaneously shut down while driving losing power steering and brakes. Had it to multiple dealers - no code on the computer system so no one would do anything to fix it. frequent conversations with customer service chrysler... nothing they can do. We've been instructed by chrysler to keep a journal every time OUR CAR SHUTS DOWN WHILE DRIVING... that's their solution. Even with this journal (assuming my family continues to survive the shut downs where we lose control of the brakes and steering while moving down the road) if there is no code Chrysler will have no solution. They will not speak to us about the hundreds of thousands of vehicles exactly like ours with the exact same problems that now have a recall because ours does not match the model year.

- [REDACTED] Milton, WI

Additionally, I have attached a complaint submitted by letter to CAS from [REDACTED] of Auburn Hills, MI. [REDACTED] letter details her frightening experience caused by stalling due to the defective Chrysler TIPM. The events described in [REDACTED] letter have been experienced by Chrysler, Dodge and Jeep owners across the country, and will continue to occur until NHTSA forces Chrysler to conduct a recall.

As we have seen with the ongoing Jeep fire investigation and recall, now almost five years from the date of that petition, NHTSA's failure to act can have catastrophic consequences for owners of defective vehicles that are not remedied in a timely manner. We call on you to bring this matter to a timely conclusion by meeting, if not exceeding, all statutory deadlines applicable to defect petitions.

Sincerely,

[REDACTED]

Michael Brooks
Staff Attorney

View	Jeep	Grand Cherokee	2011 01 Sep 2014	[REDACTED]	OK	[REDACTED]
View	Jeep	Grand Cherokee	2014 01 Sep 2014	[REDACTED]	OH	[REDACTED]
View	Jeep	Grand Cherokee	2011 31 Aug 2014	[REDACTED]	PA	[REDACTED]
View	Jeep	Grand Cherokee	2011 30 Aug 2014	[REDACTED]	SD	[REDACTED]
View	Jeep	Grand Cherokee	2011 30 Aug 2014	[REDACTED]	NY	[REDACTED]
View	Jeep	Grand Cherokee	2011 29 Aug 2014	[REDACTED]	CO	[REDACTED]
View	Jeep	Grand Cherokee	2011 28 Aug 2014	[REDACTED]	MD	[REDACTED]
View	Jeep	Grand Cherokee	2011 27 Aug 2014	[REDACTED]	FL	[REDACTED]
View	Jeep	Grand Cherokee	2011 27 Aug 2014	[REDACTED]	CO	[REDACTED]
View	Jeep	Grand Cherokee	2011 28 Aug 2014	[REDACTED]	NC	[REDACTED]
View	Jeep	Grand Cherokee	2011 07 Sep 2014	[REDACTED]	CA	[REDACTED]
View	Jeep	Grand Cherokee	2007 02 Sep 2014	[REDACTED]	MI	[REDACTED]
View	Jeep	Compass	2007 02 Sep 2014	[REDACTED]	IA	[REDACTED]
View	Jeep	Wrangler	2014 28 Aug 2014	[REDACTED]	OH	[REDACTED]
View	Jeep	Wrangler	2008 03 Sep 2014	[REDACTED]	CO	[REDACTED]
View	Jeep	Liberty	2008 28 Aug 2014	[REDACTED]	NV	[REDACTED]
View	Dodge	Caliber	2008 18 Jul 2014	[REDACTED]	NV	[REDACTED]
View	Dodge	Durango	2011 31 Aug 2014	[REDACTED]	GA	[REDACTED]
View	Dodge	Durango	2011 31 Aug 2014	[REDACTED]	TX	[REDACTED]
View	Dodge	Durango	2011 01 Sep 2014	[REDACTED]	TX	[REDACTED]
View	Dodge	Durango	2012 27 Aug 2014	[REDACTED]	WA	[REDACTED]
View	Dodge	Durango	2011 27 Aug 2014	[REDACTED]	NC	[REDACTED]
View	Dodge	Durango	2012 06 Sep 2014	[REDACTED]	TX	[REDACTED]
View	Dodge	Durango	2011 08 Sep 2014	[REDACTED]	MD	[REDACTED]
View	Dodge	Ram Truck	2007 25 Aug 2014	[REDACTED]	MI	[REDACTED]
View	Dodge	Nitro	2008 02 Sep 2014	[REDACTED]	GA	[REDACTED]
View	Dodge	Nitro	2007 03 Sep 2014	[REDACTED]	NC	[REDACTED]
View	Dodge	Journey	2009 02 Sep 2014	[REDACTED]	IA	[REDACTED]
View	Dodge	Journey	2009 05 Sep 2014	[REDACTED]	NH	[REDACTED]
View	Dodge	Journey	2010 28 Aug 2014	[REDACTED]	NY	[REDACTED]
View	Chrysler	Aspen	2007 28 Aug 2014	[REDACTED]	PA	[REDACTED]
View	Chrysler	Town & Country	2013 06 Sep 2014	[REDACTED]	WI	[REDACTED]
View	Chrysler	Town & Country	2011 05 Sep 2014	[REDACTED]	WI	[REDACTED]
View	Chrysler	Town & Country	2008 28 Aug 2014	[REDACTED]	PA	[REDACTED]

August 27, 2014

Chrysler Group LLC
Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

Re: 2011 Jeep Grand Cherokee Vin No. 104RS4GG4[REDACTED] Totally Integrated Power Module

To Whom It May Concern:

I have been experiencing problems with my vehicle hesitating to start and dying in the garage. I took my vehicle in on the 14th of August for the brake booster recall. I asked the service men to check the starting problem out. I was told they could find nothing wrong, that I could remove the push button and use my key. I tried this, but still had the same problem.

On August 19th as I was driving down the highway, the car died and I was able to get it pulled over without going down a steep embankment and interfering with traffic. I had the car towed to Lone Star Chrysler in Mineola and they discovered the problem was the totally integrated power module.

On August 23, I was dismayed to read the enclosed article in our local newspaper. If you have never had your car lose power while in traffic then you don't know how frightening it is. Had I been on a major highway I could have been killed or killed someone else. Evidently Chrysler has known about this problem for several years according to the article. I think I should be reimbursed for my expense as this is not a normal expenditure from my budget.

My car had 28,869 miles on it and went out of warranty in February.

Sincerely,

[REDACTED]

cc: Lone Star Chrysler, Mineola
The Center for Auto Safety
National Highway Traffic Safety Administration

2014

AUTO SAFETY

1999

The center contends that an electrical power conspiracy has been used by Chrysler in millions of vehicles since 2007, when its lawyers, convincing them to stall in traffic and cut off deceleration powered by electricity. The allegation covers Ram pickup trucks, Chrysler and Dodge minivans, the Jeep Grand Cherokee, Dodge Durango, and Dodge Journey SUVs, the Jeep

LONG HORN

JRD

1311 S. PACIFIC
MINEOLA, TX 75773
903-569-8421



LONE STAR

DODGE, JEEP

CHRYSLER

1309 S. PACIFIC
MINEOLA, TX 75773
903-569-8600

**DODGE****CHRYSLER Jeep**

CUSTOMER NO.	3740	INVOICE NO.	3017	INVOICE DATE	08/21/14
LABOR RATE	105.00	LICENSE NO.		COLOR	
VEHICLE NAME / MODEL	11/JEEP/GRAND CHEROKEE/LAREDO 4X2				
VEHICLE ID. NO.	1 J 4 R S 4 G G 4 B C				
DELIVERY DATE	02/16/11				
DELIVERY MILES	55				
SELLING DEALER NO.					
PRODUCTION DATE					
R.T.E. NO.					
R.O. NO.					
R.O. DATE	08/20/14				

MO: 28889

JOB# 1 CHARGES

LABOR

CUSTOMER STATES THE VEHICLE WILL DIE WHILE DRIVING. NO
WARNING JUST SHUTS OFF
TEST & FOUND TIPM AT FAULT - REPLACED TIPM ALSO FOUND BATT -
CIRCUIT BREAKER BLOWN - REPLACED ALSO TEST GOOD

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		68244852-AA	TIPM KIT 08035037	989.00	989.00
	-1		68244852-AA	CORE RETURN	125.00	-125.00
	1		68089468-AA	BLOCK FUS 08015002	57.40	57.40
TOTAL - PARTS						921.40

SUBLET	PO#	VEHID	INW	DATE	DESCRIPTION	
	34262	E		08/20/14	TOWING	125.00
TOTAL - SUBLET						125.00

JOB# 1 TOTALS

LABOR	108.00
PARTS	921.40
SUBLET	125.00

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 1146.40

JOB# 2 CHARGES

LABOR

QUALITY CARE MULTI POINT INSPECTION
INSPECTION
PERFORM QUALITY CARE MULTI POINT INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

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TERMS: STRICTLY CASH -
UNLESS ARRANGEMENTS MADE

NOTICE PURSUANT TO PROPERTY CODE § 70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, § 9.502, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Responsible or Agent for Person Responsible for Payment



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereunder set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express check is hereby acknowledged on above vehicle to secure it in event of repairs thereto.

X