
CENTER FOR AUTO SAFETY

1825 CONNECTICUT AVENUE NW SUITE 330 WASHINGTON DC 20009-5708
202-328-7700  www.autosafety.org

September 30, 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. The petition has been assigned identification number DP14-004. CAS writes you again today with supplemental complaints we have received since our September 8 supplemental letter. 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 problems in vehicle electric components, the safety issue which continues to present itself in complaints is stalling, often in traffic where the dangers are obvious. In this newest round of TIPM complaints, we find the following:

Issue with Total Integration Power Module - car suddenly wouldn't start in the morning, after a few tries would start. This then started happening at lunch then also after work. Problem got worse to taking 10 minutes to finally start and also would rev up out of nowhere and stall. Stalled in the middle of the street and wouldn't start again - was almost hit by a car. After car was at the dealer for 3 days they gave me a quote today with issue being TIPM and costing over \$1200 which I do not have. Look online to find SO many people with the same issue as me and yet no recall. Many waiting weeks and months for a part because of backorder because 100's or 1000's of people are waiting on the same part because of the same issue. Needs to be a recall!

- [REDACTED] Valencia, CA

Windshield wiper moving, horn beeping, blinkers were going, washer fluid spraying, door locks were locking and unlocking, heater fan turning on and off. This happening on August 27, 2014. Went to service on August 28, 2014 at St. Albert Dodge, talked to service advisor after detailing all possibilities what can go wrong. He advised me the TIPM has to be replaced at a cost of \$1,381.78. Chrysler should pay this cost and not the customer. They know this TIPM is a failure.

- [REDACTED], Edmonton, AB

One day earlier this month our 2011 grand caravan with only 34k miles on it began to have intermittent issues starting and stalling. This of course happened right after the three year warranty expired. It would happen at the worst possible times when the kids would need to go to school or be picked up causing us much stress. After taking to the mechanic and lasting several days it was determined the fuel pump was bad. This should not occur on a new car but we paid to fix. The day we were supposed to get the car back the mechanic told us TIPM needed replacing which would be another 850 and the fuel pump just replaced needed replacement again due the faulty TIPM. To date we have been without our vehicle for 3 weeks which has been a major inconvenience.

- [REDACTED], Milmont Park, PA

While driving on the road, the horn starts blowing, wipers come on by themselves and the engine shuts off with the door locks going up and down. This is the third time that this happen in a 2 month period. I'm waiting on a reply from Dodge on what they are going to do about repairs.

██████████, St. Augustine, FL

Car randomly stalls and stops in middle of road while driving. Ongoing problem for about two years. Brought to dealer 8 times now and they claim there is no problem. Reached out to Chrysler who opened a case and then refused to respond or help.

██████████, Hawthorn Woods, IL

On Friday, 9/19/14, my 2011 Jeep Grand Cherokee almost killed me. I was driving between VA and NY via I-81 for a family funeral. I stopped half-way there for lunch and then experienced a problem starting it. Hitting the start button, it would not start, and would not stop trying to do so - it kept cranking and would not stop until I opened the door. It did this 3-4x, and then it started. It had never done this before. I continued on, more cautiously. An hour later, while passing several big rigs, part of the electrical system stopped working. I lost power steering, accelerator function, and my dash lit up - and the engine continued running and even rev'ed despite the lack of the accelerator. My brakes also didn't work for approx. 10 seconds. The road curved, and I almost lost control and flipped the Jeep trying to avoid the big rigs, which were slamming on their brakes all around. Ultimately, I was able to pull over with no accident or damage and turned the vehicle off. After 15 minutes, it re-started, and I was able to get to my destination with no other problems. Upon arrival, however, I experienced the same things while testing it at very low speeds on back roads. After the funeral on Saturday, I was able to get it to the local dealership, where it still is undergoing diagnostics. I had to travel back to VA on Sunday, and now have to rent a car, deal with long-distance repairs with an unknown dealership, and travel back to NY to get it once repaired. The dealership indicated it sounded like a TIPM issue, which I have learned Jeep/Chrysler know about, but have not recalled. I have previously experienced minor electrical issues (flashlight never worked, multiple back bulbs, etc), which the dealership indicated may indicate TIPM issues since the day I bought the vehicle, but were always dealt with as isolated repairs. Please help with a Jeep/Chrysler TIPM recall! Update on 9/23/14 - the dealership confirmed it is the TIPM, and it needs to be replaced for \$1500, inclusive of diagnostics, computer program updates, etc.

██████████, Sterling, VA

I have also attached a scanned copy of a complaint submitted by letter to CAS from ██████████ of Sidney, IL. Mr. ██████████ letter lists a number of symptoms related to TIPM failure, including stalling and unintended acceleration. Additionally, Mr. ██████████ letter details the frustration experienced by Chrysler owners who are being stonewalled at both the dealer and corporate level. The implications of Mr. ██████████ letter should not go unnoticed. Not only is Chrysler willfully ignoring the safety implications of TIPM failure, they appear to be denying TIPM repairs under warranty while happily collecting \$1200+ from out-of-warranty owners for TIPM replacement.

Sincerely,



Michael Brooks
Staff Attorney

View	Dodge Durango	2011 29 Sep 2014	[REDACTED]	TX 77459
View	Dodge Durango	2012 15 Sep 2014	[REDACTED]	TX 77571
View	Dodge Durango	2011 18 Sep 2014	[REDACTED]	TX 76302
View	Dodge Durango	2012 08 Sep 2014	[REDACTED]	MD 20774
View	Dodge Durango	2011 10 Sep 2014	[REDACTED]	CA 90805
View	Dodge Durango	2012 10 Sep 2014	[REDACTED]	CA 91354
View	Dodge Durango	2011 11 Sep 2014	[REDACTED]	TX 78665
View	Dodge Durango	2011 17 Sep 2014	[REDACTED]	MO 64029
View	Dodge Durango	2011 18 Sep 2014	[REDACTED]	AR 72113
View	Dodge Durango	2012 22 Sep 2014	[REDACTED]	TX 77044
View	Dodge Grand Caravan	2008 26 Sep 2014	[REDACTED]	AB T5X5N4
View	Dodge Grand Caravan	2011 21 Sep 2014	[REDACTED]	PA 19033
View	Dodge Nitro	2007 09 Sep 2014	[REDACTED]	FL 32084
View	Jeep Grand Cherokee	2011 13 Sep 2014	[REDACTED]	WV 25320
View	Jeep Grand Cherokee	2011 14 Sep 2014	[REDACTED]	OH 44139
View	Jeep Grand Cherokee	2008 26 Sep 2014	[REDACTED]	IL 60047
View	Jeep Grand Cherokee	2011 23 Sep 2014	[REDACTED]	VA 20164
View	Jeep Grand Cherokee	2011 18 Sep 2014	[REDACTED]	MI 48135
View	Jeep Grand Cherokee	2011 10 Sep 2014	[REDACTED]	KY 41774
View	Jeep Grand Cherokee	2011 09 Sep 2014	[REDACTED]	CA 91978
View	Jeep Grand Cherokee	2011 10 Sep 2014	[REDACTED]	OH 45805
View	Jeep Grand Cherokee	2011 27 Sep 2014	[REDACTED]	NY 10312
View	Jeep Grand Cherokee	2011 28 Sep 2014	[REDACTED]	CA 92336
View	Jeep Wrangler	2008 18 Sep 2014	[REDACTED]	KY 42301
View	Jeep Wrangler	2010 29 Sep 2014	[REDACTED]	MI 48370

Center for Auto Safety
1825 Connecticut Avenue, NW
Suite 330
Washington, DC. 20009-57 08
Dear sirs:

After reading the article in our local newspaper, The News Gazette we wanted to let you know of a similar problem we have had with our 2013 Dodge Grand Caravan. During our search for help in solving the problems we have called or sent letters to the Illinois States attorney's office {Consumer protection Division}, Dodge Customer Service in Auburn Hills, MI, Administrator NHTSA Washington DC., Chrysler group LLC Auburn Hills MI and Brittany Wallace, Krohnans Moss LTD, Chicago, IL . We have also gone to three dealerships in hope of getting the problems solved. We have spent 18 days or more in dealership repair shops which included many trips and many miles. During the many searches for help we have been called liars, bullied, set up for a scam, and verbally attacked. This a lot for two 80 plus year old people to go through.

The problems we have had with the van are many and could have cost us our lives. We purchased the van January 2, 2013 and have had trouble from the beginning. It is now September 2014 with about 15, 000 miles on the Van. We have struggled with many problems such as:

1. Transmission broke down with car sideways in the middle of a busy street.
2. Van stalls at strange times causing a hazard to us and oncoming traffic.
3. Van accelerates at times without a demand for more speed.
4. Van would not start on some occasions.
5. Van jumps into passing gear while at a constant speed.
6. Van has gone into passing gear while in cruise control.

This van has the same characteristics as 213,000 vans, Ram,s and Jeeps that have been recalled for a faulty "Totally Integrated Power Module." Chrysler wants me to prove that is the problem with our van.

I can supply additional information on the events with our van if it will be of help to you with the investigation. NHTSA told my wife they would not help until enough people die in their cars , so do not expect much help from them. I sit here as a defeated 84 year old , thankful the Chrysler product has not killed me or my family. No one I have contacted has the guts to stand up to the Chrysler company ,I hope you will have some success solving the problem.

Enclosed a copy of the newspaper article pertaining to this faulty "Totally Integrated Power Module."

[REDACTED]
Sidney, IL [REDACTED]
[REDACTED]

September 22, 2014

Chrysler probe urged

DETROIT (AP) — An auto safety advocacy group has asked the U.S. government to investigate power system failures in Chrysler vehicles that could cause them to stall while being driven.

The Center for Auto Safety, a nonprofit group founded by Ralph Nader, filed a petition Friday asking the National Highway Traffic Safety Administration for the probe.

The center contends that an electrical power control module used by Chrysler in

millions of vehicles since 2007 can go haywire, causing them to stall in traffic and cut off devices 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 Wrangler and other models.

The safety group says it has received more than 70 complaints about the modules, and the government has received hundreds.

A Chrysler spokesman

said he is working on a response, and NHTSA said it is looking into the petition.

The center's petition said that Chrysler's "Totally Integrated Power Module," which includes a computer, relays and fuses, distributes electrical power through the entire vehicle. In addition to stalling, the faulty modules have may have caused air bags not to inflate and fuel pumps to keep running, causing unintended acceleration and fires, the petition said.

September 22, 2014