



October 3, 2014

Mr. Jeffery L. Quandt, Chief
Vehicle Control Division
U.S. Department of Transportation

National Highway Traffic Safety Administration (NHTSA)
Office of Defects Investigation (ODI)
Room W48-314
1200 New Jersey Avenue SE
Washington, D.C. 20590

Reference: NVS-213ps; PE14-022

Dear Mr. Quandt:

Attached is Chrysler Group LLC's response to the referenced inquiry PE14-022. In performing the analysis and reaching conclusions, and by providing the information contained herein, Chrysler Group LLC is not waiving its claim to attorney work product and attorney-client privileged communications.

Per our recent conversation with the NHTSA, Chrysler Group LLC is limiting the response to Q1 – Q5. This document contains data to the referenced inquiry regarding alleged alternator failures causing symptoms of engine stall, increased steering effort, ABS/ESC deactivation or fire.

Preliminary evaluation has indicated that a number of alternator failures may originate from a thermal fatigue failure, which may result in a shorted diode internal to the alternator. Analysis has also indicated that this failure is related to the 3.6L (V6 engine) and 160 amp alternator built with 20 amp silicone diodes.

On September 30, 2014, Chrysler Group LLC, through its Vehicle Regulations Committee, decided to conduct a voluntary safety recall on certain vehicles including subject vehicles. Chrysler will submit its 573 defect information report on or before October 7, 2014. Chrysler has assigned the internal recall number associated with this campaign as P60.

Sincerely,



Philip Harnagel

Attachment and Enclosures

Note: Unless indicated otherwise in the response to a question, this document contains information up to August 13, 2014, the date the information request was received.

This attachment contains Chrysler Group LLC's partial response to Questions 1 through 5 as agreed upon with the National Highway Traffic Safety Administration's ("NHTSA") Office of Defect Investigations ("ODI").

- 1. State, by model year, the number of subject vehicles Chrysler has manufactured for sale or lease in the United States and federalized territories. Separately, for each subject vehicle manufactured to date by Chrysler, state the following:**
- a. Vehicle identification number (VIN);**
 - b. Make;**
 - c. Model;**
 - d. Model Year;**
 - e. Date of manufacture;**
 - f. Date warranty coverage commenced; and**
 - g. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).**

Provide the table in Microsoft Access 2010, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- A1.** The subject vehicles are 2011MY – 2012MY Dodge Charger vehicles. The production volumes are as follows:

Vehicle Type	MY Total
2011MY – 2012MY Charger	129,787
Total Vehicle Volume = 129,787	

The detailed response listing the production data as requested in subparts (a.) through (g.) is provided in ENCLOSURE 1- PRODUCTION DATA.

2. State the number of each of the following, received by Chrysler, or of which Chrysler is otherwise aware, which relate to, or may relate to, the alleged defect in the subject or similar vehicles:

- a. Consumer complaints, including those from fleet operators;**
- b. Field reports, including dealer field reports;**
- c. Reports involving a crash, injury or fatality;**
- d. Property damage claims;**
- e. Third-party arbitration proceedings where Chrysler is or was a party to the arbitration; and**
- f. Lawsuits, both pending and closed, in which Chrysler is or was a defendant or codefendant.**

For subparts "a" through "d," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem and causal and contributing factors and Chrysler's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

A2. The following summarizes the reports located by Chrysler that relate to, or may relate to, the alleged defect in the subject vehicles. Chrysler has conducted a reasonable and diligent search of records kept in the ordinary course of business for information responsive to this inquiry.

- a. There are a total of 355 consumer complaints, resulting in 314 unique VINs.
- b. There are 17 field reports, resulting in 17 unique VINs.
- c. There are no reports involving a crash, injuries or fatalities.
- d. There are no reports of alleged property damage.
- e. There are no third-party arbitration proceedings.
- f. There are 29 legal claims.

Due to some complainants providing multiple inputs for the same vehicle, there are 352 unique VINs, associated with 401 total customer complaints, field reports and legal claims.

The National Highway Traffic Safety Administration's ("NHTSA") Office of Defect Investigations ("ODI") sent Chrysler 63 VOQs that the NHTSA believes may be related to this inquiry. Chrysler reviewed 55 of the 63 and determined 52 of the 55 relate to, or may relate to, the alleged defect in the subject vehicles. Eight of the 63 VOQs did not have an associated VIN, therefore, Chrysler could not find any related reports, and could not determine whether such VOQs relate to, or may relate to, the alleged defect in the subject vehicles. Of the 52 VOQs Chrysler reviewed, nine had a CAIR or legal claim. VOQ # 10587489 (CAIR# 23301881 legal claim # 124715) reported a related vehicle crash; however, it was not reported to Chrysler in the CAIR or legal claim.

With respect to the incidents identified in subparts (a.) and (f.) above, refer to ENCLOSURE 2 – REQUEST NUMBER TWO DATA, for a summary description of these incidents. For a summary description of the alleged problem and causal and contributing factors, refer to ENCLOSURE 4 – CONSUMER COMPLAINTS & LEGAL CLAIMS.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:

- a. Chrysler's file number or other identifier used;**
- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);**
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;**
- d. Vehicle's VIN;**
- e. Vehicle's make, model and model year;**
- f. Vehicle's mileage at time of incident;**
- g. Incident date;**
- h. Report or claim date;**
- i. Whether a crash is alleged;**
- j. Whether property damage is alleged;**
- k. Number of alleged injuries, if any; and**
- l. Number of alleged fatalities, if any.**

Provide this information in Microsoft Access 2010, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

A3. The subpart (a) through (l) is located in ENCLOSURE 2 – REQUEST NUMBER TWO DATA.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Chrysler used for organizing the documents.

A4. ENCLOSURE 4 – CONSUMER COMPLAINTS & LEGAL CLAIMS contains folders with copies of the available consumer complaints, legal claims and the backup data. Legal claims are arranged in a folder by the claimant name. There are no field reports.

- 5. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Chrysler to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.**

Separately, for each such claim, state the following information:

- a. Chrysler's claim number;**
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;**
- c. Vehicle's VIN;**
- d. Vehicles model and model year;**
- e. Repair date;**
- f. Vehicle mileage at time of repair;**
- g. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;**
- h. Labor operation number;**
- i. Problem code;**
- j. Replacement part number(s) and description(s);**
- k. Concern stated by customer;**
- l. Diagnostic trouble code(s) identified during the repair;**
- m. Cause and Correction stated by dealer/technician; and**
- n. Additional comments, if any, by dealer/technician relating to claim and/or repair.**

Provide this information in Microsoft Access 2010, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

A5. The detailed response that lists the warranty claim information that relates to, or may relate to, the alleged defect, as requested in subparts (a.) through (n.), is provided in ENCLOSURE 5 – WARRANTY DATA.