

FCA US LLC Chronology
160, 180 and 220 Amp Alternators
Submitted on July 10, 2017

- On June 10, 2016, FCA US was contacted by the National Highway Traffic Safety Administration (“NHTSA”) requesting FCA US investigate a potential scope increase for P60 (14V-634) on Dodge Challenger, Dodge Charger, Chrysler 300, Dodge Durango and Jeep Grand Cherokee vehicles (“Suspect Vehicles”) with 180 Amp alternators due to 84 Vehicle Owner Questionnaires (“VOQs”) received by NHTSA.
- Between June 13, 2016, and July 1, 2016, FCA US searched for and reviewed Customer Assistance Inquiry Records (“CAIRs”) for incidents of stall and/or fire involving 5.7 L engines and 160/180 Amp alternators and the Suspect Vehicles.
- On June 27, 2016, FCA US reviewed the Part Return Analysis System (“PRAS”) for previously returned alternator part analysis reports.
- On July 18, 2016, FCA US expanded the scope of the investigation to include 220 Amp alternators, based on FCA US warranty data and complaints of vehicles owners within NHTSA VOQs.
- On July 19, 2016, FCA US reviewed with the NHTSA the warranty data of the potentially responsive CAIRs.
- On July 22, 2016, FCA US placed a part retention on 2011-2016 MY Dodge Challenger, Dodge Charger, Chrysler 300, Dodge Durango and Jeep Grand Cherokee vehicles between 25,000 and 75,000 miles with 160 And 180 Amp alternators.
- Detailed analysis of the parts returned from the part retention activity showed that certain failures were related to thermal fatigue of the silicone rubber diodes.
- Thermal fatigue can be caused by cyclical electrical loading (Electro-hydraulic Power Steering (“EHPS”) is just one type of such loading), especially when combined with high underhood temperatures.
- On July 26, 2016, FCA US completed a review of VOQs provided by NHTSA alleging a stall including full vehicle and warranty histories.
- On August 16, 2016, FCA US completed a review of VOQs provided by NHTSA with non-stall allegations of alternator failures including full vehicle and warranty histories.
- On October 4, 2016, an extension on the part return analysis request was placed to ensure alternator parts from specific vehicle/engine/alternator combinations were returned. The 220 Amp alternators were added to retention.
- Between September 29, 2016, and October 20, 2016, FCA US conducted a search of 160/180/220 Amp alternators’ warranty claims and subjected the returned documents to an eyes-on review.
- Between September 30, 2016, and January 3, 2017, FCA US conducted a search of 160/180/220 Amp alternators’ customer complaints and field reports and subjected the returned documents to an eyes-on review.
- Between November 2, 2016, and December 21, 2016, FCA US conducted a search of 160/180/220 Amp alternators’ repair orders and subjected the returned documents to an eyes-on review.
- Between January 6, 2017, and February 16, 2017, FCA US reviewed warranty claims, repair orders, VOQs, and customer complaints on the Suspect Vehicles prior to implementation of EHPS.
- Between February 9, 2017, and March 7, 2017, FCA US investigated the potential end of the Suspect Vehicles population date of upgraded alternator parts implemented in production based on shipping dates from supplier’s U.S. facility and average assembly plant alternator stock.

- On February 27, 2017, FCA US received comprehensive list from the supplier of parts supplied to FCA US with silicone rubber diodes from 2007 to current. FCA US began conducting read across on other vehicles assembled with these parts.
- Between February 27, 2017, and May 3, 2017, FCA US researched read across vehicles and placed a part return request on Dodge Grand Caravan and Chrysler Town & Country vehicles with similar silicon rubber diodes.
- Between August 1, 2016, and May 3, 2017, FCA US received returned failed alternator parts from the field. These parts were analyzed for failure modality by the supplier at its Tennessee and Japan facilities.
- Between May 3, 2017, and June 27, 2017, FCA US investigated trim level and optional feature addition potential contribution to load on the alternator.
- As of June 23, 2017, FCA US LLC ("FCA US") identified approximately 929 CAIRs, 210 VOQs and 111 Field Reports related to this issue.
- As of June 23, 2017, total Warranty Claims are 6,427 claims at 11.36 c/1000.
- As of June 23, 2017, FCA US is aware of two accidents and zero injuries potentially related to this issue.
- On June 30, 2017, FCA US determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall of the affected vehicles.