

**From:** [Abbew, Margaret CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: Complaint Supplement to Defect Petition-VOQ number  
**Date:** Thursday, October 08, 2015 6:15:43 AM  
**Attachments:** [Chrysler TIPM Complaint Supplement to Defect Petition Full-Sept 30.pdf](#)  
[Chrysler TIPM Complaint Supplement to Defect Petition Full-Sept 8.pdf](#)

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-----Original Message-----

From: Reid, Randy (NHTSA)  
Sent: Wednesday, October 07, 2015 3:13 PM  
Subject: FW: Complaint Supplement to Defect Petition-VOQ number

please add the attached complaints as VOQ's. One document is already in Artemis as a correspondence under ODI No. 10637920.

-----Original Message-----

From: [REDACTED]  
Sent: Tuesday, October 14, 2014 1:49 PM  
To: Thompson, Edison (NHTSA)  
Cc: Reid, Randy (NHTSA); Quandt, Jeff (NHTSA)  
Subject: Complaint Supplement to Defect Petition-VOQ number

-----Original Message-----

From: Quandt, Jeff (NHTSA)  
Sent: Friday, September 19, 2014 1:23 PM  
To: Thompson, Edison (NHTSA)  
Cc: Reid, Randy (NHTSA); Habib, Kareem  
Subject: CAS petition

Jeff Quandt  
Chief, Vehicle Control Division  
National Highway Traffic Safety Administration Office of Defects Investigation  
NVS-213 Room W48-312  
1200 New Jersey Avenue, SE.  
Washington D.C. 20590-0001  
202.366.5207 desk  
202.366.1767 fax

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# CENTER FOR AUTO SAFETY

1825 CONNECTICUT AVENUE NW SUITE 330 WASHINGTON DC 20009-5708  
202-328-7700 [www.autosafety.org](http://www.autosafety.org)

EXECUTIVE SECRETARIAT  
2014 OCT - 8 A 11: 24

10637980

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

ES14-004475

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. ██████████ letter lists a number of symptoms related to TIPM failure, including stalling and unintended acceleration. Additionally, ██████████ letter details the frustration experienced by Chrysler owners who are being stonewalled at both the dealer and corporate level. The implications of ██████████ 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,

██████████  
██████████  
██████████

<a href="#">View</a>	Dodge Durango	2011 29 Sep 2014	[REDACTED]	TX	[REDACTED]
<a href="#">View</a>	Dodge Durango	2012 15 Sep 2014	[REDACTED]	TX	[REDACTED]
<a href="#">View</a>	Dodge Durango	2011 18 Sep 2014	[REDACTED]	TX	[REDACTED]
<a href="#">View</a>	Dodge Durango	2012 08 Sep 2014	[REDACTED]	MD	[REDACTED]
<a href="#">View</a>	Dodge Durango	2011 10 Sep 2014	[REDACTED]	CA	[REDACTED]
<a href="#">View</a>	Dodge Durango	2012 10 Sep 2014	[REDACTED]	CA	[REDACTED]
<a href="#">View</a>	Dodge Durango	2011 11 Sep 2014	[REDACTED]	TX	[REDACTED]
<a href="#">View</a>	Dodge Durango	2011 17 Sep 2014	[REDACTED]	MO	[REDACTED]
<a href="#">View</a>	Dodge Durango	2011 18 Sep 2014	[REDACTED]	AR	[REDACTED]
<a href="#">View</a>	Dodge Durango	2012 22 Sep 2014	[REDACTED]	TX	[REDACTED]
<a href="#">View</a>	Dodge Grand Caravan	2008 26 Sep 2014	[REDACTED]	AB	[REDACTED]
<a href="#">View</a>	Dodge Grand Caravan	2011 21 Sep 2014	[REDACTED]	PA	[REDACTED]
<a href="#">View</a>	Dodge Nitro	2007 09 Sep 2014	[REDACTED]	FL	[REDACTED]
<a href="#">View</a>	Jeep Grand Cherokee	2011 13 Sep 2014	[REDACTED]	WV	[REDACTED]
<a href="#">View</a>	Jeep Grand Cherokee	2011 14 Sep 2014	[REDACTED]	OH	[REDACTED]
<a href="#">View</a>	Jeep Grand Cherokee	2008 26 Sep 2014	[REDACTED]	IL	[REDACTED]
<a href="#">View</a>	Jeep Grand Cherokee	2011 23 Sep 2014	[REDACTED]	VA	[REDACTED]
<a href="#">View</a>	Jeep Grand Cherokee	2011 18 Sep 2014	[REDACTED]	MI	[REDACTED]
<a href="#">View</a>	Jeep Grand Cherokee	2011 10 Sep 2014	[REDACTED]	KY	[REDACTED]
<a href="#">View</a>	Jeep Grand Cherokee	2011 09 Sep 2014	[REDACTED]	CA	[REDACTED]
<a href="#">View</a>	Jeep Grand Cherokee	2011 10 Sep 2014	[REDACTED]	OH	[REDACTED]
<a href="#">View</a>	Jeep Grand Cherokee	2011 27 Sep 2014	[REDACTED]	NY	[REDACTED]
<a href="#">View</a>	Jeep Grand Cherokee	2011 28 Sep 2014	[REDACTED]	CA	[REDACTED]
<a href="#">View</a>	Jeep Wrangler	2008 18 Sep 2014	[REDACTED]	KY	[REDACTED]
<a href="#">View</a>	Jeep Wrangler	2010 29 Sep 2014	[REDACTED]	MI	[REDACTED]

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 [REDACTED] 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."

Sincerely [REDACTED]

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

September 22, 2014

# Chrysler probe urged <sup>2014</sup>

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 [REDACTED] 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

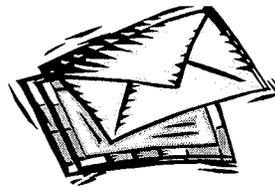
said he is working on a response, and NHTSA said it is looking into the petition.

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



# NHTSA ccmMercury Routing Slip



Printed: 10/8/2014

**NHTSA #: ES14-004475**

**XREF #: 14-3788**

**Delivery: REG**

**Rec'd Date: 10/8/2014**

**Doc Type: ORG**

**Address To:**

**Referred By: NPO-011**

**Doc Date: 9/30/2014**

**Due Date:**

**S10 #:**

**DOT/I #:**

**RMP #:**

**Subject: ADDITIONAL SUPPLEMENT TO THEIR 8/21/14 PETITION RE CHRYSLER TOTALLY INTEGRATED POWER MODULES (TIPM) FAILURES**

**Ack Date:**

**Sign Office: ENFORCEMENT**

**Cleared Date:**

**File Loc:**

**Added By: SHARRIS x62534**

**Ack By:**

**Signature: AS APPROPRIATE**

**Cleared By:**

**XREF File:**

**Modified By: SANDRA.HARRIS**

**Signed For:**

**Cleared For:**

**Closed Date: 10/8/2014**

**Most Recent Comment:**

## **Author:**

MICHAEL BROOKS STAFF ATTORNEY  
CENTER FOR AUTO SAFETY (CAS)  
1825 CONNECTICUT AVENUE NW  
SUITE 330  
WASHINGTON, DC 20009-5708  
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<b>Assigned To</b>	<b>Task</b>	<b>Asgn Date</b>	<b>Deadline</b>	<b>Returned Date</b>
NVS-200	APPROPRIATE	10/8/2014		10/8/2014
NVS-010	INFORMATION	10/8/2014		10/8/2014

EXECUTIVE SECRETARIAT  
2014 OCT -8 - 130 410Z

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# CENTER FOR AUTO SAFETY

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

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.

-  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.

- , Clinton, MI

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]

[REDACTED]

<a href="#">View</a>	Jeep	Grand Cherokee	2011 01 Sep 2014	[REDACTED]	OK	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2014 01 Sep 2014	[REDACTED]	OH	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2011 31 Aug 2014	[REDACTED]	PA	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2011 30 Aug 2014	[REDACTED]	SD	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2011 30 Aug 2014	[REDACTED]	NY	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2011 29 Aug 2014	[REDACTED]	CO	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2011 28 Aug 2014	[REDACTED]	MD	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2011 27 Aug 2014	[REDACTED]	FL	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2011 27 Aug 2014	[REDACTED]	CO	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2011 28 Aug 2014	[REDACTED]	NC	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2011 07 Sep 2014	[REDACTED]	CA	[REDACTED]
<a href="#">View</a>	Jeep	Grand Cherokee	2007 02 Sep 2014	[REDACTED]	MI	[REDACTED]
<a href="#">View</a>	Jeep	Compass	2007 02 Sep 2014	[REDACTED]	IA	[REDACTED]
<a href="#">View</a>	Jeep	Wrangler	2014 28 Aug 2014	[REDACTED]	OH	[REDACTED]
<a href="#">View</a>	Jeep	Wrangler	2008 03 Sep 2014	[REDACTED]	CO	[REDACTED]
<a href="#">View</a>	Jeep	Liberty	2008 28 Aug 2014	[REDACTED]	NV	[REDACTED]
<a href="#">View</a>	Dodge	Caliber	2008 18 Jul 2014	[REDACTED]	NV	[REDACTED]
<a href="#">View</a>	Dodge	Durango	2011 31 Aug 2014	[REDACTED]	GA	[REDACTED]
<a href="#">View</a>	Dodge	Durango	2011 31 Aug 2014	[REDACTED]	TX	[REDACTED]
<a href="#">View</a>	Dodge	Durango	2011 01 Sep 2014	[REDACTED]	TX	[REDACTED]
<a href="#">View</a>	Dodge	Durango	2012 27 Aug 2014	[REDACTED]	WA	[REDACTED]
<a href="#">View</a>	Dodge	Durango	2011 27 Aug 2014	[REDACTED]	NC	[REDACTED]
<a href="#">View</a>	Dodge	Durango	2012 06 Sep 2014	[REDACTED]	TX	[REDACTED]
<a href="#">View</a>	Dodge	Durango	2011 08 Sep 2014	[REDACTED]	MD	[REDACTED]
<a href="#">View</a>	Dodge	Ram Truck	2007 25 Aug 2014	[REDACTED]	MI	[REDACTED]
<a href="#">View</a>	Dodge	Nitro	2008 02 Sep 2014	[REDACTED]	GA	[REDACTED]
<a href="#">View</a>	Dodge	Nitro	2007 03 Sep 2014	[REDACTED]	NC	[REDACTED]
<a href="#">View</a>	Dodge	Journey	2009 02 Sep 2014	[REDACTED]	IA	[REDACTED]
<a href="#">View</a>	Dodge	Journey	2009 05 Sep 2014	[REDACTED]	NH	[REDACTED]
<a href="#">View</a>	Dodge	Journey	2010 28 Aug 2014	[REDACTED]	NY	[REDACTED]
<a href="#">View</a>	Chrysler	Aspen	2007 28 Aug 2014	[REDACTED]	PA	[REDACTED]
<a href="#">View</a>	Chrysler	Town & Country	2013 06 Sep 2014	[REDACTED]	WI	[REDACTED]
<a href="#">View</a>	Chrysler	Town & Country	2011 05 Sep 2014	[REDACTED]	WI	[REDACTED]
<a href="#">View</a>	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. 104RS4GG4BC [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 14<sup>th</sup> 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 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]

[REDACTED]

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

8-23-14

Tyler Morning Telegraph

AUTO SAFETY

# Chrysler investigation sought

Associated Press

Wrangler, and other models.

**DETROIT** — 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

The safety group said it has received over 70 complaints about the modules and that the government has received hundreds.

Chrysler said in a statement that it launched its own investigation into the problem before the petition was filed, and it is checking customer complaints and analyzing components. The company said its vehicles meet all applicable safety standards.

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 may have caused air bags not to inflate and fuel pumps to keep running, causing unintended acceleration and fires, the petition said.

# LONG HORN

JRD

1311 S. PACIFIC  
MINEOLA, TX 75773  
903-569-9421



# LONE STAR

DODGE, JEEP

CHRYSLER

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



**DODGE**

CHRYSLER **Jeep**

CUSTOMER NO.	ADVISOR <b>SHANE STANTON</b>	TAG NO. <b>607 3017</b>	INVOICE DATE <b>08/21/14</b>	INVOICE NO.
LABOR RATE <b>105.00</b>	LICENSE NO.	MILEAGE <b>28,869</b>	COLOR	STOCK NO.
YEAR / MAKE / MODEL <b>11/JEEP/GRAND CHEROKEE/LAREDO 4X2</b>	VEHICLE I.D. NO. <b>1 J 4 R S 4 G G 4 B C</b>		DELIVERY DATE <b>02/16/11</b>	DELIVERY MILES <b>55</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
		R. O. DATE <b>08/20/14</b>		

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#	VEND	INV#	INV.DATE	DESCRIPTION	
	34262	E		08/20/14	TOWING	125.00
TOTAL - SUBLET						125.00

<b>JOB# 1 TOTALS</b>				LABOR	100.00	
				PARTS	921.40	
				SUBLET	125.00	
<b>JOB# 2 CHARGES</b>				<b>JOB# 1 JOURNAL PREFIX CHCS</b>	<b>JOB# 1 TOTAL</b>	<b>1146.40</b>

**LABOR**

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

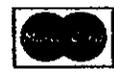
<b>JOB# 2 TOTALS</b>				<b>JOB# 2 JOURNAL PREFIX CHCS</b>	<b>JOB# 2 TOTAL</b>	<b>0.00</b>
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TERMS: STRICTLY CASH - UNLESS ARRANGEMENTS MADE

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, § 9.503, 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 hereinafter 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 delays 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 mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X \_\_\_\_\_