

CENTER FOR AUTO SAFETY

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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.

- Dana King, 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.

- Robert Critchfield, 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.

- Raymond Waldorf, 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.

- Mackensie Wade, Milton, WI

Additionally, I have attached a complaint submitted by letter to CAS from Ann Staples of Auburn Hills, MI. Ms. Staples' letter details her frightening experience caused by stalling due to the defective Chrysler TIPM. The events described in Ms. Staples 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,



Michael Brooks
Staff Attorney

View	Jeep	Grand Cherokee	2011 01 Sep 2014	David Bradford	OK	74063
View	Jeep	Grand Cherokee	2014 01 Sep 2014	Marna Thomas-Basil	OH	43065
View	Jeep	Grand Cherokee	2011 31 Aug 2014	Karen Martin	PA	16851
View	Jeep	Grand Cherokee	2011 30 Aug 2014	Michael Zumbro	SD	57719
View	Jeep	Grand Cherokee	2011 30 Aug 2014	frank surace	NY	10308
View	Jeep	Grand Cherokee	2011 29 Aug 2014	Chad Beierle	CO	80104
View	Jeep	Grand Cherokee	2011 28 Aug 2014	Garry Reck	MD	21229
View	Jeep	Grand Cherokee	2011 27 Aug 2014	Henry Williams	FL	33556
View	Jeep	Grand Cherokee	2011 27 Aug 2014	Dana King	CO	80134
View	Jeep	Grand Cherokee	2011 28 Aug 2014	Scarlett Tolley	NC	28133
View	Jeep	Grand Cherokee	2011 07 Sep 2014	Carey Ricard	CA	90242
View	Jeep	Grand Cherokee	2007 02 Sep 2014	Robert Critchfield	MI	48430
View	Jeep	Compass	2007 02 Sep 2014	Kathryn Baker	IA	52245
View	Jeep	Wrangler	2014 28 Aug 2014	Michelle Fahimi	OH	43065
View	Jeep	Wrangler	2008 03 Sep 2014	Melissa N Wang	CO	80203
View	Jeep	Liberty	2008 28 Aug 2014	James Oberg	NV	89139
View	Dodge	Caliber	2008 18 Jul 2014	Maria Laramore	NV	89122
View	Dodge	Durango	2011 31 Aug 2014	Nikolas Cooper	GA	30680
View	Dodge	Durango	2011 31 Aug 2014	Barry Blue	TX	77833
View	Dodge	Durango	2011 01 Sep 2014	James Sherer	TX	78947
View	Dodge	Durango	2012 27 Aug 2014	Larry Hicks	WA	98503
View	Dodge	Durango	2011 27 Aug 2014	Kimberli Johnson	NC	27703
View	Dodge	Durango	2012 06 Sep 2014	Michael Ridley	TX	77396
View	Dodge	Durango	2011 08 Sep 2014	Timothy Walker	MD	21113
View	Dodge	Ram Truck	2007 25 Aug 2014	Thomas Lovett	MI	49534
View	Dodge	Nitro	2008 02 Sep 2014	Irvin Gibson	GA	30135
View	Dodge	Nitro	2007 03 Sep 2014	Raymond Waldorf	NC	28326
View	Dodge	Journey	2009 02 Sep 2014	Alex Lundberg	IA	50036
View	Dodge	Journey	2009 05 Sep 2014	Angela Clivio	NH	03077
View	Dodge	Journey	2010 28 Aug 2014	Samantha Dahle	NY	11558
View	Chrysler	Aspen	2007 28 Aug 2014	John Campbell	PA	17320
View	Chrysler	Town & Country	2013 06 Sep 2014	Mackensie Wade	WI	53563
View	Chrysler	Town & Country	2011 05 Sep 2014	George Farrell	WI	53545
View	Chrysler	Town & Country	2008 28 Aug 2014	William Frownfelter	PA	17036

August 27, 2014

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

Re: 2011 Jeep Grand Cherokee Vin No. 104RS4GG4BC558571, 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 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,



Ann Staples

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

8-23-14

2014

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

CELL: 903-590-775

CUSTOMER NO. 3740	ADVISOR SHANE STANTON	TAG NO. 607	INVOICE DATE 08/21/14	INVOICE NO. CHCS145515
ANN STAPLES 10321 FM 724 TYLER, TX 75704 ANNSTAPLES@YAHOO.COM	LABOR RATE 105.00	LICENSE NO.	MILEAGE 28,869	COLOR V
	YEAR / MAKE / MODEL 11/JEEP/GRAND CHEROKEE/LAREDO 4X2	DELIVERY DATE 02/16/11		STOCK NO. D7768
	VEHICLE I.D. NO. 1 J 4 R S 4 G G 4 B C 5 5 8 5 7 1	SELLING DEALER NO.		DELIVERY MILES 55
	R.T.E. NO.	P.O. NO.	R.O. DATE 08/20/14	PRODUCTION DATE
RESIDENCE PHONE 903-526-8644	BUSINESS PHONE	COMMENTS		

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

JOB# 1 TOTALS

LABOR	100.00
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, § 9.503. 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 _____