Sent: Wednesday, March 12, 2014 4:42 PM
Subject: ALERT: Some Late-Model Dodge/Chrysler Vehicles are Prone to Catastrophic Engine Failure

Jiffy Lube Store Personnel & Field Staff,

Please be advised of the below message provided by Powertrain Products, published by NOLN. Please cascade to appropriate staff/personnel so they may be familiar with the information in the event a potential warranty claim should arise relevant to the vehicles listed within. When investigating potential engine claims/failures, to determine liability, further engine teardown may be required to determine cause of failure and extent of damage. Such authorization should be granted by the vehicle owner. In addition, a third party mechanical inspection company can be a great resource to assist in claim investigation and validation. Jiffy Lube Customer Service can also be a great resource to aid in claim process consultation/guidance.

"Many car owners are finding that late-model Dodge/Chrysler vehicles — such as the Durango, Dakota, Ram, Charger, Chrysler 300, Jeep Grand Cherokee and Jeep Liberty — are having premature and severe engine troubles. This is most likely seen in vehicles with a V6 3.7L engine, V8 4.7L engine or V8 5.7L engine. And what can they do about it? Nothing. That's because the original three-year warranties have expired. These drivers are left with no other option but to replace the failing engine or purchase another vehicle altogether.

So why is this happening to these relatively new vehicles?

There are two main problems with late-model Dodge/Chrysler engines:

First are the valve seats. In the manufacturer's original design, the engine's valve seats, which are pressed into the cylinder heads, are dropping and leading to catastrophic failures. Dodge's valve seats are made of a powdered metal, and as the metal expands, the valve seat breaks into many pieces leading to piston, cylinder wall, valve and cylinder head failure. This metal has also been known to fly back into the intake manifold, and if not cleaned out properly, can lead to a failure in both new and replacement engines.

Second, these engines invariably run at a higher than normal combustion-chamber temperature because of an engineering flaw in the piston ring landings. This, in conjunction with smaller-than-feasible drain-back holes in the heads and block, create a "frying pan" effect by breaking down new oil faster and leaving sludge in the engine, which ultimately gets blocked. This leads to oil starvation and absolute failure of the engine.

"Engine problems are showing up in Dodge/Chrysler cars at about the 75,000-mile reading," said Eddie Symonds, CEO of Powertrain Products. "Let's face it, everybody expects the engine to run smoothly for at least 200,000 miles, which it doesn't. We consider this a very early failure." Unwilling to junk their car and simply walk away, some owners are opting to replace the broken drive train with rebuilt and upgraded replacements."

Tip provided by Powertrain Products