

CL-10556711-2733

December 13, 2015
Fort Collins, Colorado

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave, S.E.
Washington, DC 20590

DEC 23 2015

Dear Administrator:

I am writing this letter to you, in regard to Safety Recall L25/NHTSA 14V-373 , pertaining to my 2009 Dodge Grand Caravan.

After several frustrating years of dealing with this problem, I now find that Chrysler is apparently failing to comply with the full extent of this recall.

I have attached several pieces of paperwork pertaining with this problem.

My biggest complaints are as follows. Number one, the expences involved, and the safety issues, and the lengthy experience. My vehicle was one of the vehicles that would stall while driving. I tried early on to find an answer, from many sources, but no one could tell me why this was happening, since it came and went suddenly. These problems cleared when they replaced the faulty ignition switch.

The issues now, are, Chrysler Customer Services, in Auburn Hills, MI and their dealer here in Fort Collins, Colorado, are telling me that this was caused by normal maintenance items, and happened after their recall notice. This is far from being true. I have many witnesses and dated papers to prove otherwise. Many persons observed this problem, long before their recall was issued. I have tried to be patient. I have had Chrysler tell me that the problem(s) were being worked on. It was suggested, that I should trade in the vehicle, or buy a new one. I can't really blame the dealer, since they are just the middleman. I lived with the threat of serious problems, that could have arisen., e.g. total engine failure while driving and the problems it would cause. My wife would not drive the vehicle, for fear of failure, while she was by herself. I rented a vehicle, when my son needed to borrow it, being concerned with his families safety, informing them that the vehicle, was not safe to drive. I considered his families safety first. All this occurred, before the vehicle was actually recalled.

I submitted bills, for the most expensive items, at their request, FOBIK Keys, A new battery, and a car rental charges. I considered these as being reasonable, as the costs could have been much higher, e.g. lives and property could have been lost by me or other parties.

All I get now is an occasional telephone call, asking the same questions, almost like they keep handing the problem to someone new, and I keep getting the same endless run around.

I would appreciate the Governments help in regard to this matter. Thank you.

Sincerely,



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NM
122915
SMD

FCA Customer Assistance
P.O. Box 21-8004
Auburn Hills, MI 48321-8007

Attention: Recall Reimbursement.

This pertains to your Vehicle Recall Notice L25/NHTSA 14V-373 for my Vehicle 2009 Dodge Grand Caravan, VIN: 1D8HN44E59B [REDACTED]

I have been in contact with Chrysler and the local Dodge dealer, a number of times, concerning this recall and other recalls. It has been a lengthy process, to say the least. I had problems with this vehicle for a very long time. Finally, after many letters and notices, and visits to the dealer, I am writing you. I have had many problems, with this so called ignition switch failure. The vehicle has stalled, lost power, given air bag alarms, engine warning alarms at times, and various other items randomly caused by this switch. I replaced several FOBIK Keys and was advised that the vehicle battery was the possible cause, and had it replaced in 2014, as a possible cause of the electrical failures and alarms. I had even smelled a burning odor inside, at times, and was told that it was due to not replacing the cabin air filter enough, (which, for some strange reason, my vehicle has none, even though it is shown as having one, and I even bought a new one to replace it, and still have it setting unused, another undressed problem, also). To my knowledge, no one has addressed this issue. I even rented a Town and Country in 2014, for my kids, to use while on vacation, fearing for their safety, not knowing when and where this vehicle would fail or stall in traffic, or what problems it would have caused. them. I personally drove it, out of necessity, knowing that it might possibly fail, at some critical time and I constantly worried that it might just do that. It has been a long, time consuming, costly, and frustrating, to say the least, event. Strangly, I like this vehicle. I have owned several Dodge Caravans., my one son even bought one too, I have even rented them. Most have been relatively trouble free.

The local dealer, recently got around to replacing the recalled switch, after a length of time, reasons given, were lack of parts and too many recalls for them to handle, etc. I am still awaiting two more FOBIK keys, that the dealer said were in short supply, please see attached work order.. They referred me to you, in regard to other occurred expenses connected with this problem. I am attaching receipts for two of the most costly items connected directly with this switch recall. I would also like to know why the dealer wanted to charge me to reprogram the vehicles computer when they replaced the switch. I declined this \$95.00. I was also told that I would have to purchase three (3) vehicle emergency keys to fit the new FOBIK, which would cost another \$150.00 to replace the old ones, if I wanted them. The dealer told me, " that these emergency keys were not included in the recall, even though they are normally included with the FOBIK when a vehicle is purchased from them ".

I would like to be refunded for these additional expenses, receipts attached: \$388.84 for vehicle rental and \$104.97 battery replacement. I would also like to have 3 new emergency keys, to attach to the new FOBIK's, when and if they finally get them to me. Thank you.

[REDACTED]

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RECEIPTS AVAILABLE!

[REDACTED]
FT. COLLINS, CO

DENVER CO 832

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ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY
1200 NEW JERSEY AVE, S.E.
WASHINGTON, DC 20590

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