


NOV 05 2014

 <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>OWNER INFORMATION (Type or Print)</p>		<p>Date Received 26-AUG-2014</p>		<p>Repository <input type="checkbox"/> Reference No. 10628558</p>	
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>		<p>E-mail Address NOEMAIL@UNK.GOV</p>	
<p>Address [REDACTED]</p>		<p>Evening Telephone Number</p>			
<p>City KENOSHA</p>		<p>State WI</p>		<p>Zip Code [REDACTED]</p>	
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>					
<p>VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2A4RR5DG7BR [REDACTED]</p>		<p>Make CHRYSLER</p>		<p>Model TOWN AND COUNTRY</p>	
<p>Date Purchased</p>		<p>Dealer's Name and Telephone Number</p>		<p>Model Year 2011</p>	
<p>Original Owner <input type="checkbox"/></p>		<p>Dealer's City</p>		<p>Engine: No: Cylinders</p>	
<p>State</p>		<p>Zip Code</p>			
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>		<p>Powertrain</p>		<p>Multiple Failure: Incident Date(s) 30-MAY-2014</p>	
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, VISIBILITY/WIPER (PWS)</p>				<p>Failure Mileage Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>	
<p>Tire Component Code</p>				<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</p>					
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured 0</p>	
				<p>Number of Deaths 0</p>	
				<p>Reported to Police N</p>	
<p>Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>					
<p>TL* THE CONTACT OWNS A 2011 CHRYSLER TOWN AND COUNTRY. THE CONTACT RECEIVED A NOTIFICATION FOR RECALL NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM). HOWEVER, THE PARTS WERE NOT AVAILABLE. THE CONTACT MENTIONED THAT THE MANUFACTURER HAD EXCEEDED THE REASONABLE AMOUNT OF TIME FOR REPAIR. THE DEALER WAS CONTACTED AND CONFIRMED THAT THE PART WAS AVAILABLE. THE MANUFACTURER WAS CONTACTED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

[REDACTED]
Kenosha Wi [REDACTED]

October 6, 2014

US Dept of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, C.C. 20077-9382

OCT 21 2014

To whom it may concern:

Pursuant of the most recent contact with you I am enclosing copies of the recall notice from Chrysler and the mailing that I received from you. I feel I am wasting my time as corporate America rules. Your representative initially told me they did not send out the notification from you office which was received in a handwritten envelope!! Contrary to your report the problem has NOT been repaired and Chrysler has yet to obtain the part. I was scared into having the quarter vent switch disconnected in early June depriving me the use of the window vents during the summer months when they are nearly continually used. Repeated calls to Chrysler are pointless as they talk in circles, tell me the timetable is the part will be replaced when available but no date given, they refer me back to my dealership who is also dependent on Chrysler to supply the part. This is outrageous. The repair is NOT being made in a timely fashion. I do not need the vent windows now that cold weather has arrived. I spent MY time, gas to go to the dealership and will have to do the same again. Chrysler has no consideration for the inconvenience placed on consumers. My dealership has informed me they get daily calls wanting the vent repaired which they cannot do as Chrysler is not supplying the part. We are being penalized for a problem we did not create. Chrysler has already been paid for the vehicles so, I believe, they are in no rush to expend money to repair a problem. I firmly believe they have absolutely no intention of repairing my (and who knows how many others) vehicles.

[REDACTED]



REAR QUARTER VENT WINDOW SWITCH

IMPORTANT SAFETY RECALL

P25 / NHTSA 14V-234

This notice applies to your vehicle (VIN: 2A4RR5DG7BR [REDACTED])

This interim notification letter is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2010 through 2014 model year Dodge Grand Caravan and Chrysler Town & Country vehicles.

The problem is... The rear quarter vent window switch on your vehicle may overheat if exposed to liquid moisture. An overheated rear quarter vent window switch may cause a burning odor, smoke, or a driver's door fire without warning.

What your dealer will do... Chrysler intends to repair your vehicle free of charge (parts and labor). However, the part required to provide a permanent remedy for this condition is currently not available. Chrysler is making every effort to provide the part as quickly as possible. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy part is available. In the meantime, if you feel uncomfortable with the current situation, Chrysler has released a Service Bulletin (08-046-14) instructing dealers how to disconnect the rear quarter vent window switch on your vehicle, at no cost, until parts become available. Disconnecting the rear quarter vent window switch will eliminate the risk of a driver's door fire.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer to schedule a service appointment to have your rear quarter vent window switch disconnected, per Service Bulletin 08-046-14.

Once you receive your follow-up recall notice in the mail, simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.chrysler.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



DODGE

CHRYSLER

Jeep SRT



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Kenosha, WI

MILWAUKEE WI 532

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National Highway Traffic Safety Administration
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