



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

December 5, 2014

[REDACTED]

Wanaque, NJ [REDACTED]

NVS-216 nam
Ref. No. 10651248

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your experienced with your model year 2009 Chrysler Town & Country. Due to the unprecedented amount of correspondence received by this office, we are now just getting to your letter. Please accept our apologies for this delay.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety-related defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a safety-related defect trend may exist.

The information you provided will be reviewed and has been entered into our database. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. Our database revealed one incomplete recall for your vehicle NHTSA Safety Recall Campaign No. 11V-139 (enclosed). NHTSA strongly recommends that the remedy be performed as soon as possible by contact Chrysler Group Recall Assistance Center at 1-800-853-1403 or your local dealer to schedule an appointment. NHTSA's investigation and recall process is located at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

On August 20, 2014, we added a new feature to our web site that will allow consumers to search for open recalls by using the vehicle's identification number (VIN). The free VIN look-up tool (<https://vinrcl.safercar.gov/vin/>), searches for open recalls via a direct connection to the manufacturer's database. The VIN can be found on the door label, insurance card, or lower left corner of your windshield. If you have any open recalls, you will know immediately.

If your letter concerns a service/repair problem, warranty or request for reimbursement, this type of complaint does not fall under our jurisdiction. In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP; 1-877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov/#crnt&panel1-1.

You may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Sincerely yours,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



SAFETY RECALL L25
WIRELESS IGNITION NODE MODULE DETENTS

Dear: (Name)

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

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

DUE TO A SHORTAGE OF THE PARTS REQUIRED TO REMEDY YOUR VEHICLE, IN MID JULY YOU MAY CALL YOUR CHRYSLER OR DODGE DEALER TO ARRANGE FOR A SERVICE APPOINTMENT TO CORRECT A POTENTIAL SAFETY DEFECT ON YOUR VEHICLE.

The problem is... Upon starting your vehicle (VIN: xxxxxxxxxxxxxxxxx), the Frequency Operated Button Ignition Key (FOBIK), may not fully seat in the "On" position. If not fully seated, under certain operating conditions (for example bumpy roads) the FOBIK could inadvertently move to the "Accessory" mode. This could cause unintended engine shut off and increase the risk of a crash under certain driving conditions.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the WIN module and install a secondary FOBIK detent system if required. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Parts to complete this recall will be available in dealerships on July 15, 2011. At that time, **contact your Chrysler, Jeep, or Dodge dealer** to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

Until this repair is completed, the vehicle can be driven. However, as a precaution, all drivers are advised to remove all objects from the FOBIK (such as additional keys, key chains, etc.) and ensure that the FOBIK is securely and correctly aligned in the "On" position and not aligned between the "On" and "Accessory" position before driving the vehicle.

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 or www.dodge.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
Notification Code L25

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