

September 8, 2014

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave SE
Washington DC 20590

OCT 1- 2014

To Whom It May Concern:

I want to make a complaint regarding the safety recall number L25 / NHTSA 14V-373 that I received in the mail on 09/06/14. Today, I contacted the local dealer (Golling Chrysler, 2405 S Telegraph Rd, Bloomfield Hills, MI 48302 TN# 248-334-3600) that I purchased the vehicle. I explained to the dealership that I experienced the vehicle completely cutting off while driving home on 09/05/14 in which I requested a replacement vehicle. The representative explained to me I could not receive a replacement vehicle and the part was on order due to arrive 4-6 weeks from now. I expressed a high level safety concern of my family and myself and he stated again there was nothing he could do to assist me. Then, I called the Chrysler Group Recall Assistance Center at 1-800-853-1403 and spoke to a representative to re-state my previous conversation with the local dealership. She called the local dealership as well as others in the area while I was on hold to inquiry about when the parts would be available for repair of the vehicle. The estimated length of time was 4-6 weeks as well. The representative also expressed that I could not receive a replacement vehicle since the car was still drivable. I work approximately 15 miles from my home whereas I take the freeway (speed limit 70 mph) daily. I am very concerned with my safety as well as others in the event my vehicle cuts off again while on the freeway. As a consumer, I invest a lot of money in maintaining a vehicle and when there is a recall then that automotive company should be more than willing to assist those affected by the recall. My contact information for a follow up to this complaint is listed below:

[Redacted]

Pontiac MI [Redacted]

Home # [Redacted]

[Redacted]

NH
11/6/14
MW

IMPORTANT SAFETY RECALL

L25 / NHTSA 14V-373

This notice applies to your vehicle (VIN: 2D8HN44E89R [REDACTED]).

This notice 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 2008 through 2010 model year model year Chrysler Town & Country and Dodge Grand Caravan, and some 2009 through 2010 Dodge Journey vehicles.

The problem is... Upon starting your vehicle 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 the passive restraint systems, including the airbags to shut off. This could increase the risk of a crash under certain driving conditions and increase the risk of occupant injury during a crash.

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.

What you must do to ensure your safety... Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment. 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.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

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

**DODGE****Jeep****SRT**

Pontiac MI

METROPLEX MI 480
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