

November 13, 2014
Recall Administration 482-00-85
P.O. Box 218008
Auburn Hills MI 48321-9959

DEC 07 2014

Chrysler Group LLC
CIMS 482-00-85
P.O. Box 218008
Auburn Hills MI USA 48321-8008

DEC 01 2014

DEC 07 2014

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8007
Attention: Reimbursement

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

To Whom It May Concern:

We have been driving Chrysler/Dodge products for the better part of 50 years. Since 2007 we have not been satisfied with any Chrysler/Dodge product we have purchased or leased. The vehicles are made cheaply and without concern for safety and quality.

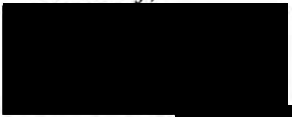
We purchased our Chrysler Town and Country in 2009 brand new from Performance Chrysler in Papillion Nebraska. (Our 4th Town and Country Mini-van). From the moment we drove it off the lot there were problems. The engine would rev up for no reason. The vehicle began to stall from the very beginning. We would take it to Performance and they could never find anything wrong with it. We have replaced the battery nearly yearly due to having to put strain on the battery to restart the vehicle every time it stalled out. Needless to say what an expensive, dangerous situation this problem placed us in. We have had several near miss accidents due to the vehicle stalling and then not immediately restarting. As you will notice from the statements enclosed we have had the vehicle into Performance numerous times, the statements enclosed were just the ones we were charged for. You will note the service on Dec 13, 2013 we were charged for an alternator and battery which were necessary due to the vehicle dying several times every time it was driven. Then the Mini-van was taken back to Performance on December 23 because the issue was not resolved during the previous service episode. You will note Performance had the vehicle a month and put several hundred miles on it. It was also involved in a collision while they had the vehicle. Again after all that time the issue was not repaired and while in route to the hospital the day after it was returned it died again. We didn't bother to take it back to the dealer because by this time we were so frustrated and discouraged we frankly, didn't have any confidence

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12/4/14
TA

that the dealer could fix it. The issue with the mine-van is now a re-call situation. We were notified in September of the problem and I spoke with the dealer last week and they still don't have the parts to fix this vehicle. Once this problem is repaired We plan to sell this vehicle and we will never buy a Chrysler/Dodge product again.

I appreciate your prompt response and repayment of the expenses we have incurred due to this issue.. It is unfortunate that Chrysler products have become sub-standard and unsafe. Even more disappointing are dealerships like Performance that don't care about customer satisfaction or safety. I have talked to everyone there from the service manager to Tyrome Williams the dealership administrator without any results.

Sincerely,


Omaha NE 

CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



9R

L25

286940

OMAHA, NE



286940/#67168/L25



286940/#67168/L25

286940/#67168/L25

Collect call
11/13/14

**PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle
Identification Number)

9R [REDACTED]

Notification Code

L25

This service was previously performed on my vehicle (check one if applicable):

- ☐ My vehicle was inspected and found to be ok.
☐ My vehicle was repaired.

This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to (check one if applicable):

- ☐ A dealer, or someone whose name and address is unknown.
☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

OMAHA, NE
[REDACTED]



Wireless Ignition Node Module Detents

IMPORTANT SAFETY RECALL

This notice applies to your vehicle (VIN: 2A8HR54X19R [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.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



Jeep



INVOICE

Invoice #

Tag #:

PERFORMANCE

CHRYSLER • DODGE • JEEP • RAM

7010 S. 124TH CIRCLE • LA VISTA, NE 68128

SALES: (402) 339-3131 • FAX: (402) 715-4633

SERVICE: (402) 339-5401

www.performanceauto.com

OMAHA,

Home

Cell

Bus:

Customer #

Email:

Other

Service Advisor: **2091 JAMES FLOYD**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SILVER	09	CHRYSLER TOWN & COUN	2A8HR54X19R		75197	75197
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
16FEB09			17:30 16DEC13			CASH
INV. DATE	R.O. OPENED	READY				
17DEC13	08:47 16DEC13	14:22 17DEC13				

OPTIONS: SOLD-STK DLR ENG:4.0 Liter SMPI 1)RYAN CQ66718 PLAT 100DIS DED

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	VEHICLE IS DEAD...WON'T START...INSPECT/ADIVSE..					
	S080	REPLACE ALTERNATOR					
		2349CPCHS				107.56	107.56
	1	05-0652 ALTERNATOR			258.00	258.00	258.00
	85410000	SPECIAL DIAG.					
		2349CPCHS				121.90	121.90
	75197	DIAG. WONT START UPON INSPECTION BATTERY TESTED REPLACE AND ALTERNATOR TESTED BAD...ALTERNATOR WAS REPLACED AND BATTERY WAS CHARGED/BATTERY STILL TESTS REPLACE					
B	PERFORM COMPLIMENTARY MULTI-POINT VISUAL INSPECTION OF VEHICLE. MEL INSPECTION.						
	10	PERFORM COMPLIMENTARY MULTI-POINT VISUAL INSPECTION OF VEHICLE. MEL INSPECTION.					
		2349 I					(N/C)
	SUBL	SUBLET TO ENTERPRISE PO#106371					
		CPCHS				70.00	70.00
	HAZ.	WASTE/DISPOSAL & SHOP SUPPLIES					16.13

DID YOU KNOW YOU CAN BOOK YOUR APPOINTMENTS
ONLINE 24 HOURS A DAY, 365 DAYS A YEAR? JUST
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VEHICLE HISTORY, SEE AVAILABLE DISCOUNTS AND
SCHEDULE YOUR NEXT APPOINTMENT AT
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STATEMENT OF DISCLAIMER

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

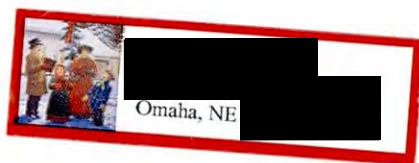
X

CUSTOMER SIGNATURE

"Book your Service Appointments online 365 days a year, 24 hours a day at www.performanceauto.com"

DESCRIPTION	LABOR AMOUNT	229.46
	PARTS AMOUNT	258.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	70.00
	MISC. CHARGES	16.13
	TOTAL CHARGES	573.59
	LESS INSURANCE	0.00
	SALES TAX	19.19
	PLEASE PAY THIS AMOUNT	592.78

THANK YOU!



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