

DEC - 3 2014

11/24/14

To: Chrysler Group LLC

I am the owner of a Chrysler
Town & Country mini van
purchased in 2012.

As you can see by the
enclosed copy of the
information sticker, the
van shows a high rating
in safety.

Safety is the first thing I
look at when buying a
car. Because, the safety
of my wife, the primary
driver, and my grandchildren
are my biggest concern.

NM3

12/11/14

TA

Now the NHTSA has come
out with a very poor

Safety rating. Crash test are showing extensive damage to the van as well as the passengers.

This recent poor rating along with the defective and dangerous air bags gives me great concern.

How can a customer be led to believe that they are purchasing a safe vehicle and later be informed that vehicle is at the bottom of the list in safety?

Also, several months ago there was a recall on the rear quarter vent window switch. Our local Chrysler

dealer unplugged the switch
and I am still waiting on
a fix from Chrysler.
Why hasn't this problem
been solved? When
will this be resolved?

I am very concerned about
all of these problems and
would appreciate your
feed back as soon as
possible.

[REDACTED]
[REDACTED]
Armate, La [REDACTED]
[REDACTED]

Vin # 2C4RC1CG7CR [REDACTED]

CC: NHTSA

TOP
SAFETY
PICK 2012

INSURANCE INSTITUTE
OF NORTH AMERICA

For more information visit: 
or call 1-800-CHRYSLER

Chrysler Group LLC

EPA Fuel Economy Estimates

These estimates reflect new EPA methods beginning with 2008 models.

GASOLINE
CITY MPG

17

Expected range
for most drivers
14 to 20 MPG

*Fuel economy when
operating on E85 will
yield different values
than gasoline. See Fuel
Economy Guide for
more information.

Dual Fuel Vehicle*
Gasoline-Ethanol (E85)

Estimated
Annual Fuel Cost

\$2,775

based on 15,000 miles at
at \$3.70 per gallon of gasoline

Combined Gasoline
Fuel Economy

This vehicle

20

14 24

All SPL PURP MINIVAN

GASOLINE
HIGHWAY MPG

25

Expected range
for most drivers
20 to 30 MPG

Your actual
mileage will vary
depending on how you
drive and maintain
your vehicle.



See the FREE Fuel Economy Guide at dealers or www.fueleconomy.gov



GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score

★★★★★

Based on the combined ratings of frontal, side, and rollover.
Should ONLY be compared to other vehicles of similar size and weight.

▲ Safety concern: visit www.safercar.gov or call 1-888-327-4236 for more details.

Frontal Crash

Driver
Passenger

★★★★★
★★★★★

Based on the risk of injury in a frontal impact.
Should ONLY be compared to other vehicles of similar size and weight.

Side Crash

Front seat
Rear seat

★★★★★★
★★★★★★

Based on the risk of injury in a side impact.

Rollover

★★★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA)
www.safercar.gov or 1-888-327-4236

The safety ratings above are based on Federal Government tests of particular vehicles
equipped with certain features and options. The performance of this vehicle may differ.

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:

U.S./CANADIAN PARTS CONTENT: 77 %

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL
ASSEMBLY, DISTRIBUTION, OR OTHER
NON-PARTS COSTS.

FOR THIS VEHICLE:

FINAL ASSEMBLY POINT:

WINDSOR, ONTARIO, CANADA

COUNTRY OF ORIGIN:

ENGINE: UNITED STATES

TRANSMISSION: UNITED STATES

IMPORTANT SAFETY RECALL

P25 / NHTSA 14V-234

This notice applies to your vehicle (VIN: 2C4RC1CG7CR [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.

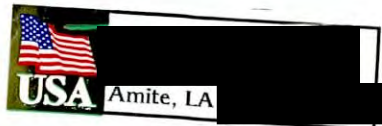
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline 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.

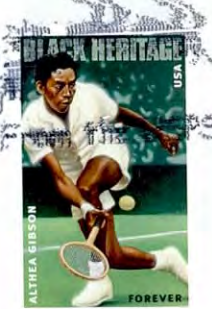
**DODGE****Jeep****SRT**



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Happy
Holidays



NHTSA
1200 New Jersey
Ave. SE West Bldg.
Washington, DC 20590

20590

