

CL-10677139-9689

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

January 6, 2015

National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

JAN 15 2015

Administrator,

We have received two notices from Chrysler, one in August 2014 and another January 2015.

Enclosed is a work order from Garber making a temporary repair until the part comes in.

We called the dealer today and was told they do not have the part.

Four months in not a reasonable time period for this recall to be remedied.

Please be advised that Chrysler does not take their recalls seriously.

Sincerely,


Bay City, MI 

Cc: Chrysler Group LLC

NM
1/20/15
SMD

CUSTOMER #: [REDACTED]

[REDACTED]



INVOICE

5330 BAY ROAD, SAGINAW, MICHIGAN 48604
PHONE (989) 399-8550
SERVICE FAX (989) 399-8588
WE SINCERELY THANK YOU, FOR YOUR BUSINESS!
www.garberbayroad.com

BAY CITY, MI [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 2377 SASHA STIKELEATHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	13	CHRYSLER TOWN & COUN	2C4RC1BG4DR [REDACTED]		10507/10507	T895	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22OCT12 DD			WAIT 19AUG14		0.00	CASH	19AUG14
R.O. OPENED	READY	OPTIONS: DLR:NONE ENG:3.6_Liter					
08:10 19AUG14	16:27 19AUG14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A RECALL #P25 REAR QUARTER VENT WINDOW
CAUSE: RECALL

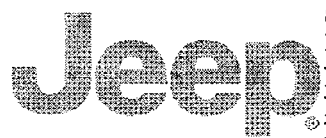
08809890 Switch , Rear power vent window-Switch,
Rear Power Vent Wi
1959 WCH
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

(N/C)




PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
10507 PREFORMED RECALL

Thank you for your business!
You may receive a phone, e-mail or paper survey from Chrysler in the next few weeks. Please take time to complete the survey. If you are unable to give us a rating of 10 in your overall service experience please call, Brian Rousse, Service Manager.



CUSTOMER COPY

ALL REPAIRS PROPERLY COMPLETED AND CHECKED UNLESS OTHERWISE INDICATED.  (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) 12 MONTHS OR 12,000 MILE WARRANTY ON ALL MOPAR PARTS ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.	STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. TERMS: NET CASH - ALL ACCOUNTS DUE 10th OF MONTH FOLLOWING DATE OF PURCHASE. YOUR FINANCE CHARGE IS COMPUTED BY A SINGLE PERIODIC RATE OF 1 1/2% (OR A MINIMUM CHARGE OF 50 CENTS FOR BALANCES UNDER \$33.99) WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%. CUSTOMER SIGNATURE		LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			EPA/SHOP SUPPLIES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

EPA/SHOP SUPPLIES: A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers

This notice applies to your vehicle (VIN: 2C4RC1BG4DR [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.



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Utilization Code

P25

my vehicle (check one if to be ok.

exported

able);
d address is unknown.
r print the new owner's

the new owner's name
ress if it has changed):

Dr.
 Business

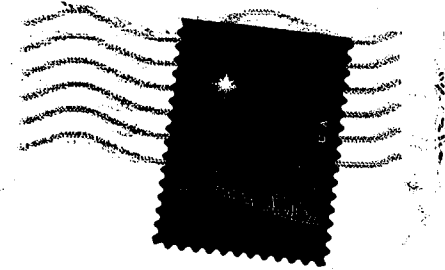
MI

code

Bay City, MI

METROPLEX MI 480

07 JAN 2015 PM 17 L



National Highway Traffic Safety
Administration
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

20590

