

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

Untitled

JAN -7 2015

[REDACTED]
South Glens Falls, NY [REDACTED]
[REDACTED]

December 28, 2014

Richard Thornton
Head of Operations-Customer Care
Chrysler Group LLC
CIMS 423-04-02
800 Chrysler Drive
Auburn Hills, MI 48326

Dear Mr. Thornton:

I am the owner of a 2012 Town & Country Chrysler Minivan and a 2013 Dodge Caravan that were purchased from Saratoga Jeep Chrysler (now Nemer Jeep Chrysler) in Saratoga, New York.

There are too outstanding recalls on these vehicles. The 2008 Dodge Caravan has a faulty FOBK (Frequency Operated Button Ignition Key) and was recalled under L25. This recall was issued about 8 months ago or more and the parts are still not available to fix the FOBK. This time frame is unacceptable and could be hazardous to our safety.

The 2012 Town & Country Chrysler has a faulty rear quarter vent window switch and a recall was issued about 8 months ago also under P25 Service Bulletin 08-046-14. The dealership disconnected the switch to prevent fire and I have been unable to use my vent windows all of this time and the part is still not available to fix the problem. This time frame is also unacceptable. I paid a lot of money for the Town & Country Chrysler in order to get electric vent windows and I am unable to use them. If you cannot get me the part soon to fix the vent windows I will be pursuing a refund for the package that I paid for with this van to get the electric vent windows.

Please advise when you think these parts will be available to fix these two recalls. I have not been able to get any information from anybody at Chrysler or Nemer.

Sincerely, [REDACTED]

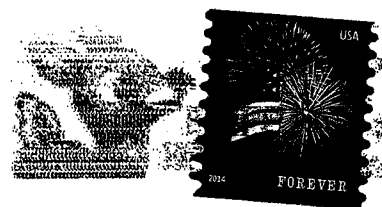
cc: Administrator, National Highway Traffic Safety Administration ✓

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South Glens Falls, NY

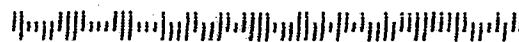
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Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington, DC 20590

20590



COPY

[REDACTED]
South Glens Falls, NY
(518)307-9547

January 3, 2015

Richard Thornton
Head of Operations-Customer Care
Chrysler Group LLC
CIMS 423-04-02
800 Chrysler Drive
Auburn Hills, MI 48326

Dear Mr. Thornton:

I am the owner of a 2012 Town & Country Chrysler Minivan and a 2013 Dodge Caravan that were purchased from Saratoga Jeep Chrysler (now Nemer Jeep Chrysler) in Saratoga, New York. On December 28th I mailed you a letter indicating that the recalls on both vehicles had not been fixed due to the parts not being available for some time now. Today in the mail I got the enclosed recall notice. This is one of the notices that my December 28th letter referred to. Chrysler sent me the recall notice again. I want to get the vehicle fixed. When will the parts be available. The FOBIK part for the 2013 Dodge Caravan is also still outstanding.

I just find it ironic that I got a second notice about the vent window switch for the 2012 Town & Country Chrysler when Chrysler doesn't have the parts available to fix it. I wanted to share this with you as a follow up to my December 28th letter.

✓
cc: Administrator, National Highway Traffic Safety Administration

This notice applies to your vehicle (VIN: 2C4RC1BG7CR [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 **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 will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the rear quarter vent window switch and repair the electrical connector, 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... Simply contact your Chrysler, Jeep, or Dodge dealer right away 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.**

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.

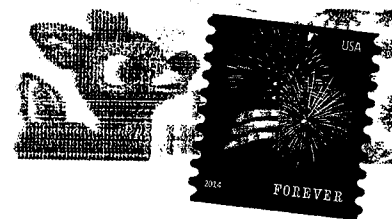


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South Glens Falls, NY

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

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