



REAR QUARTER VENT WINDOW SWITCH

CL-10679153-3936

IMPORTANT SAFETY RECALL

JAN 15 2015

P25 / NHTSA 14V-234

This notice applies to your vehicle (VIN: 2C4RC1BG3CR[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 are unable to resolve, please contact the

To Whom It May Concern:

Jan 5, 2015

This is my second product recall for the same problem

I have patiently waited for seven months

Chrysler maintains that parts are still unavailable to make this repair

I believe this is an unreasonable length of time to resolve this issue

Thank You



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Kokomo, IN

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FOREVER

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