

CL-10679186-5996

JAN 23 2015

I had received a recall notice June of 2013 for my 2013 Chrysler. I took the car to J C Billion June 28<sup>th</sup> 2014 and they disconnected the switch. I went out again in November 5th and still no repairs. I just received this second notice from Chrysler Corp January 12, 2014 and thought I should check to see if they are still fixing these vehicles. The problem is the switch that controls the back two side windows. Could you please let me know what to do? I bought the car from Billion Chrysler in Bozeman, Mt.

P.S.

I had a new car warranty on my Chrysler in 2013 and also bought a 60 month 100,000 mile end to end warranty for \$3000.00. I thought with the warranty on a new car plus 60 month extended warranty would be more than an expiration date of 8/12/2017. I am not very happy with Chrysler Corp unless this can be explained.

Thank You



Bozeman, Mt

CC. Chrysler Customer Assistance  
P.O. Box 21-8007  
Auburn Hills, Mi 48321-8007

Regarding: Rear Quarter Vent Window Switch  
P25/NHTSA 14V-234

ET  
1/26/15  
SMP

**IMPORTANT SAFETY RECALL****P25 / NHTSA 14V-234**

This notice applies to your vehicle (VIN: 2C4RC1BGXDR [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](http://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.*



CHRYSLER GROUP LLC

CIMS 482-00-85  
PO Box 218008  
Auburn Hills MI USA 48321-8008

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

Electronic Service Requested

**IMPORTANT!**

# **SAFETY RECALL NOTICE**

## **IMPORTANT SAFETY RECALL INFORMATION**

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U.S. Department of  
Transportation

Issued in Accordance  
With Federal Law



DR [REDACTED] P25 296315

[REDACTED]  
BOZEMAN, MT [REDACTED]



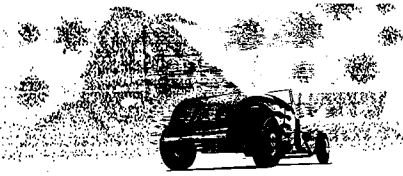
296315/#68942/P25



Bozeman, MT

BILLINGS MT 591

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2014

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

