

CL 106 89353- 9210

Date: February 2, 2015

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

Subject: **P25/NHTSA 14V-234**

To: Administrator, NHTSA

Dear Administrator,

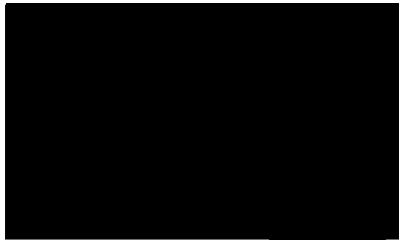
FEB 12 2015

I received the attached safety recall in June 2014 and scheduled an appointment at Ferman Chrysler, 3939 US 19 N., New Port Richey, Fl. 34652, to have the existing rear quarter vent window switch disconnected on 7-1-2014. The dealer said they would contact me or send notification by mail when they received the replacement switch.

I have contacted Ferman several times by phone and they said they have not received the replacement switch. I feel Chrysler has had more than adequate time (7-1-2014 to 2-2-2015) to remedy this defect.

Can your office help me resolve this recall or provide me with an update?
Would it be helpful if I contact my U.S. Senator or U.S. Representative?

Thank you,



Hudson, FL.

Home:

e-mail:



ET
2/8/15
SMD



REAR QUARTER VENT WINDOW SWITCH

IMPORTANT SAFETY RECALL

TOOK TO FERMAN CHRYSLER ON
7-1-14 @ 8:30AM. SERVICE STAFF SAID
THEY WOULD CALL WHEN P25 / NHTSA 14V-234
NEW SWITCHES WERE IN EXISTING SWITCHES
WERE DISCONNECTED ON 7-1-14.

This notice applies to your vehicle (VIN: 2C4RDGBG4DR [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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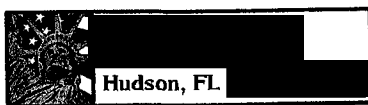
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Jeep

SRT



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WASHINGTON, DC 20590

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