

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

Att: Administrator

March 6, 2015

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

MAR 12 2015

To whom it may concern:

Enclosed is a letter sent to the recall Administration , in regards  
to my 2013 Chrysler Town & Country .

The letter will explain, my reason for writing to you also.  
I think the reasonable time has expired ! Not sure where else to go.

Thanking you in advance

Sincerely

[Redacted Signature]

[Redacted Address Line]

Osage Beach MO [Redacted]

Phone : [Redacted]

NM  
31315  
SMD

Recall Administration 482-00-85  
P.O. Box 218008  
Auburn Hills MI 48321-9959

March 6 , 2015

To Whom It May Concern:

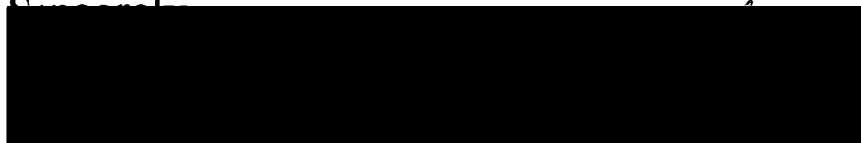
I had a notice of the recall of the vent window switch on my Chrysler Town & Country 2013, and proceeded to take the vehicle to the dealer ship, on July 16, 2014 . to have it disconnected, I have since called them numerous times to see if the replacement switch was sent to them for replacement, they stated “ we are not sure of when it will come in ! “ I purchased the car from “Sakelaris” in Camdenton Missouri. In 2013 .

Don't you think **EIGHT MONTHS** is a bit long to wait for a part??????

Enclosed is the notice I received from you, in regards to this recall. Of course I did not send it back to you, as nothing has been done, to the car.

Thank you

Sincerely,

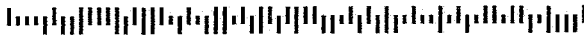


Osage Beach MO

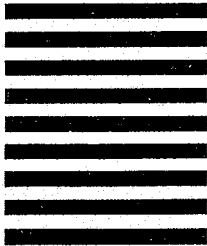
Phone number



CC: File & Administrator , National Hwy Traffic Safety Administration.



RECALL ADMINISTRATION 482-00-85  
PO BOX 218008  
AUBURN HILLS MI 48321-9959



POSTAGE WILL BE PAID BY ADDRESSEE

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**CHRYSLER GROUP LLC**  
CIMS 482-00-85  
PO Box 218008  
Auburn Hills MI USA 48321-8008

*Called 1-800-2015 to be  
placed on the list.  
apt # continued 1-23-15*

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

Electronic Service Requested

**IMPORTANT!**

# **SAFETY RECALL NOTICE**

**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



DR [REDACTED] P25 270183  
[REDACTED]  
OSAGE BEACH, MO [REDACTED]



270183/#68942/P25



**IMPORTANT SAFETY RECALL**

P25 / NHTSA 14V-234

This notice applies to your vehicle (VIN: 2C4RC1BG7DR [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 1/2 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.*





270183/#68942/P25

270183/#68942/P25

**PLEASE HELP US UPDATE OUR RECORDS  
IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle  
Identification Number)

Notification Code

DR [REDACTED]

P25

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.
- My vehicle was repaired.

This vehicle was (check one if applicable):

- scrapped
- stolen
- exported

This vehicle was sold to (check one if applicable):

- A dealer, or someone whose name and address is unknown.
- Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: \_\_\_\_\_

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- Mr.
- Miss
- Mr. & Mrs.
- Dr.
- Mrs.
- Ms.
- Rev.
- Business

First Name \_\_\_\_\_ MI \_\_\_\_\_

Last Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email Address \_\_\_\_\_

OSAGE BEACH, MO



Esage Beach, MO.  
[Redacted]

SANTA CLARITA CA 913

04 MAR 2015 PM 7 L



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

Att: Administrator

20590

