

CL-10704690-3023

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

McLean, VA

March 24th, 2015

Tel: (Home)

Administrator

Traffic Safety Administration

1200 New Jersey Avenue

SE Washington, DC 20590

Dear Sir/Madam

Dodge Grand Caravan Safety Recall – VIN 1D8HN44H58B

APR - 2 2015

Several months ago we received notification from Chrysler that our vehicle was subject to an important safety recall notice regarding a defect related to a motor vehicle safety issue. This refers in particular to the Frequency Operated Button Ignition Key (FOBIK) which, under certain operating conditions could inadvertently move and cause unintended engine shut off. We were advised this would result in an increase in risk of a crash and occupancy injury. At the time, we were assured by Chrysler that they had every intention of repairing the vehicle free of charge but the part was unavailable. They asserted that they were making "every effort" to provide the part "as quickly as possible". A copy of the original notice is enclosed, for information.

To date, we have not received any further communication from Chrysler on this matter. We have maintained a very close eye on the situation and have become increasingly concerned that there appears to be no action to remedy this defect any time soon, and certainly not within a reasonable time. We wrote directly to Chrysler Group Customer Assistance on March 16th with our concerns about their lack of action and received a response on March 18th which merely stated that they are still "awaiting the parts to provide a permanent remedy". Yet again, no timelines were provided by Chrysler as to when this will be resolved. This is not acceptable, particularly given the nature of the vehicle fault.

This situation is further exacerbated by our need to sell this vehicle within the next 3 months as our return to the UK approaches this summer (we are currently based here with the British Embassy). Clearly we do not wish to sell this vehicle with an Open Safety Recall notice. This is neither ideal for any future owner or ourselves who could be disadvantaged financially by this as the Open Safety Recall notice is likely to adversely affect the vehicle's sale price.

The serious issue of vehicles being sold with Open Safety Recalls has been brought to the public's attention recently via an ABC News investigation. Car dealerships are required by law to fix a recall before it is sold and whilst we understand that this does not pertain to private sales, we need advice from you on how we now proceed with this matter. We would like assurances that we will be adequately compensated by Chrysler if we face continued delays in the vehicle's repair.

We would appreciate your assistance in resolving this issue with Chrysler as a matter of urgency. We look forward to hearing from you.

Yours faithfully

[Redacted Signature]

ET
4615
SMD



IMPORTANT SAFETY RECALL

L25 / NHTSA 14V-373

This notice applies to your vehicle (VIN: 1D8HN44H58B [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 2008 through 2010 model year model year Chrysler Town & Country and Dodge Grand Caravan, and some 2009 through 2010 Dodge Journey vehicles.

The problem is...

Upon starting your vehicle the Frequency Operated Button Ignition Key (FOBIK), may not fully seat in the "ON" position. If not fully seated, under certain operating conditions (for example bumpy roads) the FOBIK could inadvertently move to the "Accessory" mode. This could cause unintended engine shut off and the passive restraint systems, including the airbags to shut off. This could increase the risk of a crash under certain driving conditions and increase the risk of occupant injury during a crash.

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.

What you must do to ensure your safety...

Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment.

Until this repair is completed, the vehicle can be driven. However, as a precaution, all drivers are advised to remove all objects from the FOBIK (such as additional keys, key chains, etc.) and ensure that the FOBIK is securely and correctly aligned in the "On" position and not aligned between the "On" and "Accessory" position before driving the vehicle.

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.dodge.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.



MCLEAN, VA

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Traffic Safety Administration
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SE Washington, DC 20590