



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue SE.
Washington, DC 20590

June 22, 2015

The Honorable Tammy Baldwin
United States Senator
30 West Mifflin Street, Suite 700
Madison, WI 53703

NVS-216 nam
Ref. No. 10712773

Dear Senator Baldwin:

Thank you for your correspondence on behalf of your constituent, [REDACTED], concerning his model year (MY) 2009 Dodge Grand Caravan. Your letter was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] indicates that he received a recall from Chrysler about the ignition switch in his MY 2009 Dodge Grand Caravan in September 2014. He went to a local dealer after receiving the recall notice, but at that time parts were unavailable. Afterwards, he called and revisited the dealer several times, but the recall parts were still unavailable. [REDACTED] was told to remove all extra keys from his key ring except for his ignition key. [REDACTED] wants the recall completed on his vehicle immediately.

[REDACTED] received a recall notification for NHTSA Safety Recall Campaign No. 14V-373, which affects MY 2008 through MY 2010 Chrysler minivans (enclosed). The recall warns owners that their vehicle's ignition switch could unexpectedly move from the "Run" to "Accessory" position, causing the motor to shut off. This would result in a loss of power steering, power brakes, and the inactivation of the air bags.

We are aware of Chrysler's delay in producing the necessary parts for the recall. According to Chrysler, parts are anticipated to be shipped to dealers in late May 2015. The final notifications should be mailed to owners by mid June 2015. Please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts or a final remedy shortly after a

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NHTSA
www.nhtsa.gov

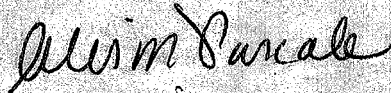
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recall is announced. When [REDACTED] receives the final notice, we recommend that he follow the instructions. Until then, he can always contact Chrysler or his dealer for the latest status of the recall and part availability.

I hope this information is helpful. If you have any questions, please contact me or Mr. Frank S. Borris, Acting Associate Administrator for Enforcement, at (202) 493-2631.

Sincerely yours,



Alison Pascale
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosures

cc: Washington Office