

CL-10714850-7399

April 18, 2015

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

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

MAY -1 2015

Re: Chrysler Safety Recall L25/NHTSA 14V-373

Dear Administrator:

Since receiving the recall notice in September 2014, as of today the parts are still not available to fix the problem.

As the letter from Chrysler indicates "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" you, Administrator. At this point, I think we are beyond a "reasonable time" to take care of this issue.

Enclosed is a letter I sent to Chrysler looking for reimbursement of same problem where I incurred \$419.54 charges. They have assigned me Case # [REDACTED] but I have no response from them. I have called many, many times and on hold for extensive periods of time and finally have to hang up.

I am looking for your assistance to resolve this problem. I want my car fixed as soon as possible and can't understand why it is over 7 months now and still no parts are available to take care of this issue. Personally, it is nerve racking to drive a vehicle that the FOBIK could inadvertently move to the accessory mode causing engine shut off and in addition causing the airbags to shut off.

I hope your intervention with Chrysler can help all the customers waiting for this repair.

Thank you and I look forward to hearing back from you.

Sincerely,

[REDACTED]

Longs, SC [REDACTED]

[REDACTED]

ET  
5/5/15  
GMD

January 23, 2015 - Resent again -  
September 16, 2014

CASE # [REDACTED]

Chrysler Customer Assistance  
PO Box 21-8007  
Auburn Hills, MI 48321-8007

Attention: Reimbursement

Re: VIN # 2D8HN54149R [REDACTED] - 2009 Dodge Grand Caravan

I just received the safety recall notice L25/NHTSA 14V-373.

I am enclosing the original invoice for \$419.54 that I paid on 9/11/12 for same problem as outlined in the recall notice. Luckily, I did not have to pay to have my vehicle towed to a Chrysler dealership as I have AAA Towing coverage. So, as the recall notice indicates "If you have already experienced this condition and have paid to have it repaired, please send your original receipt, etc.", which is what I am doing.

Please send me \$419.54 for reimbursement. I consider that a small price to pay by Chrysler considering the inconvenience that I already dealt with and continual repair to my vehicle as I now have to make another appointment once you get the parts in to take care of this issue.

Thank you.

Sincerely,

[REDACTED]  
[REDACTED]  
Longs, SC  
[REDACTED]



# IMPORTANT SAFETY RECALL

L25 / NHTSA 14V-373

This notice applies to your vehicle (VIN:2D8HN54149R [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](http://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.*



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DODGE

CHRYSLER

Jeep

SRT



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

IN (Last 8 Characters of Vehicle Identification Number) PR Notification Code L25

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

- My vehicle was inspected and found to be ok.
- My vehicle was repaired.
- is vehicle was (check one if applicable):
- scrapped  stolen  exported
- is 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: \_\_\_\_\_  
dated 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

it Name \_\_\_\_\_ MI \_\_\_\_\_  
it Name \_\_\_\_\_  
et Address \_\_\_\_\_  
e \_\_\_\_\_ Zip Code \_\_\_\_\_  
il Address \_\_\_\_\_

# NABER C-P-D-J-E, INC.

P O BOX 1619

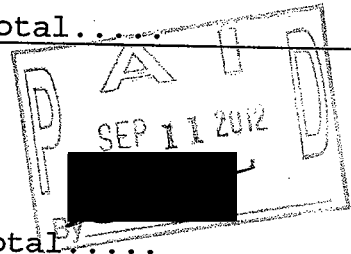
SHALLOTTE, NC 28459

TELEPHONE (910) 754-2811

LONGS SC		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		2D8HN54149R		63166	09/11/12		
YEAR	MAKE	MODEL		COLOR	TAG NO.		
09	DODGE	GRAND CARA		WHITE	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
			- -		00/00/00	A41	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	02/08/12	57010	63166	09/10/12	11/30/10		

MAY WE CALL YOU FOR BUSINESS RELATED ISSUES?  Y  N IS THERE ANYTHING THAT YOU ARE UNHAPPY ABOUT WITH SERVICE  
 WHAT NUMBER WOULD YOU PREFER WE CALL YOU ON \_\_\_\_\_  
 WHAT TIME WOULD YOU PREFER WE CALL YOU AM: \_\_\_\_\_ TO PM: \_\_\_\_\_

LINE	OP. CODE	FAIL. CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com Customer states VEHICLE WILL NOT START,,,ADVISE						
Cau checked and found transmitter faulty						
Cor replaced and programmed two new transmitters and rechecked ok						
			A36		C	89.95
			56046713AD TRANSMTR INTEG	2	C	302.00
Line Total.....						391.95
B						
Com Customer states REMOTE FOB WILL NOT UNLOCK DOORS,,,ADVISE						
Cor see line a						
			A36			
Line Total.....						
C						
Com 16 PT INSPECTION						
Cau COMPLETED						
Cor COMPLETED						
			9016		A36	
Line Total.....						



CUSTOMER COPY - PAGE 01

Printed: 09/11/2012 @ 10:49

**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

\_\_\_\_\_  
CUSTOMER SIGNATURE

\_\_\_\_\_  
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

# NABER C-P-D-J-E, INC.

P O BOX 1619

SHALLOTTE, NC 28459

TELEPHONE (910) 754-2811

<div style="background-color: black; width: 150px; height: 20px; margin: 0 auto;"></div> <p>LONGS SC <span style="background-color: black; width: 50px; height: 15px; display: inline-block;"></span></p>		VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO		
		2D8HN54149R <span style="background-color: black; width: 50px; height: 15px; display: inline-block;"></span>	63166	09/11/12	<span style="background-color: black; width: 50px; height: 15px; display: inline-block;"></span>		
YEAR	MAKE	MODEL	COLOR	TAG NO.			
09	DODGE	GRAND CARA	WHITE	00000			
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
<span style="background-color: black; width: 50px; height: 15px; display: inline-block;"></span>	<span style="background-color: black; width: 50px; height: 15px; display: inline-block;"></span>	<span style="background-color: black; width: 50px; height: 15px; display: inline-block;"></span>	- -	<span style="background-color: black; width: 50px; height: 15px; display: inline-block;"></span>	00/00/00	A41	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE		
	02/08/12	57010	63166	09/10/12	11/30/10		

MAY WE CALL YOU FOR BUSINESS RELATED ISSUES?  Y  N IS THERE ANYTHING THAT YOU ARE UNHAPPY ABOUT WITH SERVICE  
 WHAT NUMBER WOULD YOU PREFER WE CALL YOU ON \_\_\_\_\_  
 WHAT TIME WOULD YOU PREFER WE CALL YOU AM: \_\_\_\_\_ TO PM: \_\_\_\_\_

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
					Parts	302.00
					Sales Tax	20.39
					Labor	89.95
					Shop Charge	7.20
					<b>TOTAL-CUST-CASH</b>	<b>419.54</b>

CUSTOMER COPY - PAGE 02

Printed: 09/11/2012 @ 10:49

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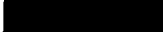
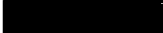
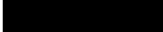
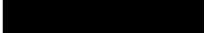
\_\_\_\_\_  
CUSTOMER SIGNATURE

\_\_\_\_\_  
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Customer Copy

NÄBER CHRYSLER DODGE JEEP INC  
5660 MAIN ST  
SHALLOTTE, NC 28470  
910-754-2811

\*\*\*\*\*

Date: 11-SEP-2012  
Time: 12:36:09 PM  
Invoice:   
Card Type:   
Card Number:   
Trans ID:   
Auth Code: 03562C  
Approved Amt: \$419.54

\*\*\*\*\*

I AGREE TO PAY THE ABOVE TOTAL  
ACCORDING TO MY CARD ISSUER  
AGREEMENT.

[Redacted]  
[Redacted]  
Longs, SC [Redacted]



Administrator  
National Hwy. Traffic Safety Admin.  
1200 New Jersey S.E.,  
Washington, DC 20590