

4-22-2015

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 Ave, S.E.
Washington, DC 20590

MAY -1 2015

We received a recall notice (plus two reminders) on our 2010 Dodge Grand Caravan Minivan regarding the rear quarter vent window switch overheating.

The recall notice stated that, **"Chrysler intends to repair your vehicle free of charge (parts & labor). However, the part required to provide a permanent remedy for this condition is currently not available. (Why not if a recall notice is sent out?) Simply contact your dealer to schedule a service appointment to have your rear quarter vent window switch disconnected"**. (This was not done when I scheduled the first appointment). The notice further stated, **"Once you receive your follow-up recall notice in the mail, simply contact your dealer right away to schedule a service appointment, etc"**.

We have tried to get this attended to but unfortunately we haven't simply been successful. Around the middle of January 2015, I contacted a local Dodge dealership & made an appointment to have this done. When I arrived for the appointment, I was told that a part would have to be ordered and we would get a call when the part was received. After several weeks of not getting a call that the part arrived, I contacted the dealership again and was told that they did not know when the part would arrive and that it might take months to receive & that their experience in the past was that it had taken several months – even up to a year to get the part.

I do not understand the problem of getting a recalled part. If the issue is so serious that the company issues a recall, why is the part(s) not made available to the dealership prior to the recall. I would hate to think that the vehicle would do exactly what the recall was supposed to prevent (causing more problems, cost and inconvenience for the consumer).

I know that this letter will not speed up the process if the part is not available. However, we needed to let someone know that the problem of compliance is not on our part.


Greeneville, TN 

CC: Chrysler Group LLC

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Greeneville, TN

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