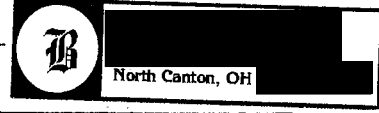


To Administrator National Highway Traffic Safety Admin.

General Administration

MAY 12 2015



CC: Chrysler Group  
CC: Progressive Chrysler  
MPS, O

Enclosed is a copy of Chrysler Group LLC "Safety Recall Notice". I received this Safety Recall some month in late 2014 - Fortunately for Chrysler, or planned there is NO Date To be Famed in this Safety Recall

Therefore Follow up for the actual record of fast efficient service to correct this problem is not possible!

My patients with this problem ~~is~~ running out! Since January 2015 I have received the same answer! "No parts are available to fix my 2013 Town + Country. In Feb (Feb 16, 2015) my car was in Progressive Chrysler, 7966 Hill + Dolis Rd Wadsworth, Ohio 44166 for 40,000 checkup! No part was available to fix my Rear Window. Today's Phone call to Progressive Chrysler (330-833-8585) the story <sup>(515115)</sup> is the same, NO Parts to fix my Rear Window. So my car will be in the garage next Tuesday, but will still not be repaired based on this "important Safety Recall." What a Job!

I hope your Traffic Administration can remedy this Problem for Me.

Yam T. [Redacted] NH 51315 SWD

**IMPORTANT SAFETY RECALL****P25 / NHTSA 14V-234**

This notice applies to your vehicle (VIN: 2C4RC1BG8DR [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 ½ 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.*

**DODGE****CHRYSLER****Jeep****SRT**

CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218608

Auburn Hills MI USA 48321-8008

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

*Tara  
Monday 8:00*

Electronic Service Requested

**IMPORTANT!**

# **SAFETY RECALL NOTICE**

*Same for call  
from garage*

## **IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



\*\*\*\*\*AUTO\*\*5-DIGIT 44705 1/414/8

DR [REDACTED] P25 137223

CANTON, OH [REDACTED]



137223/#68942/P25

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

VIN (Last 8 Characters of Vehicle Identification Number)

DR [REDACTED]

Notification Code

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 has changed):

Owner's title (check one if applicable):

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

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

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

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

City \_\_\_\_\_

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

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

137223/#68942/P25

North Canton, OH

CLEVELAND OH 44110

05 MAY 2015 PM 4 L



ATT Administrator  
National Highway Traffic Safety Admin.  
1200 New Jersey ave SE  
Washington D.C. 20596

20596

