

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

[REDACTED]
Cashton, WI [REDACTED]

May 25, 2015

JUN - 5 2015

Administrator

National Highway Traffic Safety Administration

1200 New Jersey Ave, SE

Washington, DC 20590

Dear Mr. / Madam Administrator,

I am writing you in regards to a safety recall that was sent to me in the mail. We just bought a 2012 Chrysler Town & Country Van and I received the safety recall notice. I contacted dealerships in Sparta, Tomah, and Viroqua, WI and none of them had the part needed to fix my vehicle. They were unsure when the parts would be sent to them. The dealership in Viroqua checked and apparently the motor was already disabled. With summer coming up I would really like to get this motor issue figured out so that we can use the vent windows.

Please let me know what I can do to expedite this process.

Sincerely,

[REDACTED]
Concerned Customer

NAM
6/11/15
SMP

512-4121



FIAT CHRYSLER AUTOMOBILES

REAR QUARTER VENT WINDOW SWITCH

IMPORTANT SAFETY RECALL

P25 / NHTSA 14V-234

This notice applies to your vehicle (VIN: 2C4RC1BG5CR [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.

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.

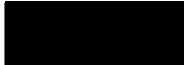
Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



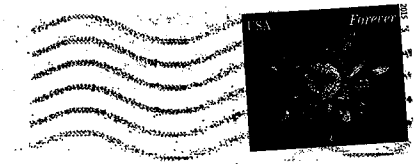


Cashton, WI



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National Hwy Traffic Safety Admin
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Washington, DC 20590

