

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 15-JUN-2015 JUL 21 2015		Repository ☐ Reference No. 10725231
				Daytime Telephone Number [REDACTED]		E-mail Address
OWNER INFORMATION (Type or Print)				Evening Telephone Number 		
Name [REDACTED]		Address [REDACTED]				
City PLYMOUTH	State NC	Zip Code [REDACTED]				
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C4RDGCG3ER [REDACTED]			Make DODGE	Model GRAND CARAVAN	Model Year 2014	
Date Purchased 2-19-14	Dealer's Name and Telephone Number Dixie Motor Co. 253 792 2154			Engine: No: Cylinders	Fuel Type: GAS	
Original Owner ☒	Dealer's City WILLIAMSTON	State NC	Zip Code 27892			
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain 	Multiple Failure: 	Incident Date(s) 14-MAY-2014		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 110000 ELECTRICAL SYSTEM See INSERT-RECALL CAME OUT APRIL MID 2014				Failure Mileage 	Failure Speed 	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE						
Tire Make 		Tire Model (Name or Number) 		Tire Size (Example P215/65R15) 		
DOT No. (Example: DOTM19ABC036) 		☐ Original Equipment ☐ Prior Repair		Failure Location: 		
Tire Component Code 				Tire Failure Type: 		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE						
Make: 		Date Manufactured: 		Model No./Name: 		
Seat Type: 		Installation System: 				
Child Seat Component Code: 		Failed Part: 				
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>						
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N		
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).						
TL* THE CONTACT OWNS A 2014 DODGE GRAND CARAVAN. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V234000 (ELECTRICAL SYSTEM); HOWEVER, THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. THE CONTACT HAD NOT EXPERIENCED A FAILURE. WHEN I RECEIVED THE RECALL, I TOOK THE VEHICLE IN AND THEY DISCONNECTED THE WINDOW SWITCH. SINCE THEN IVE HAD AN INCOMPLETE VEHICLE. THE DELAY HAS BEEN FAR TOO LONG. I APPRECIATE ANYTHING YOU CAN DO TO GET CHRYSLER TO RESOLVE THIS RECALL. THANK YOU SINCERELY [REDACTED]						
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY						
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.						

IMPORTANT SAFETY RECALL

P25 / NHTSA 14V-234

This notice applies to your vehicle (VIN: 2C4RDGCG3ER [REDACTED])

This interim notification letter 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 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. In the meantime, if you feel uncomfortable with the current situation, Chrysler has released a **Service Bulletin (08-046-14)** instructing dealers how to disconnect the rear quarter vent window switch on your vehicle, at no cost, until parts become available. Disconnecting the rear quarter vent window switch will eliminate the risk of a driver's door fire.

What you must do to ensure your safety... Simply contact your **Chrysler, Jeep, or Dodge dealer** to schedule a service appointment to have your rear quarter vent window switch disconnected, per **Service Bulletin 08-046-14**. Once you receive your follow-up recall notice in the mail, simply contact your **Chrysler, Jeep, or Dodge dealer** right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment.

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.


DODGE
CHRYSLER
Jeep
SRT


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**PLEASE RETURN TO US TO UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY:**

VIN (Last 8 Characters of Vehicle Identification Number) [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 it has changed):

Owner's title (check one if applicable):

☐ Mr.

☐ Mrs.

☐ Miss

☐ Ms.

☐ Rev.

☐ Business

☐ Dr.

First Name

Last Name

Street Address

City

State

Zip Code

Email Address



AUBURN HILLS MI 48321-9959

PO BOX 218008

RECALL ADMINISTRATION 482-00-85



POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

NO POSTAGE
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UNITED STATES



CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Electronic Service Requested

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IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



ER [REDACTED] P25 145738

PLYMOUTH, NC [REDACTED]



145738/#66021/P25