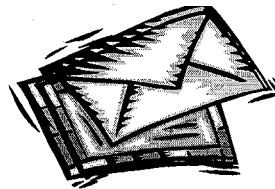


NHTSA ccmMercury Routing Slip



CL-10743656-9695

Printed: 1/29/2016

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

NHTSA #: ES16-000387

XREF #:

Delivery: EML

Rec'd Date: 1/29/2016

Doc Type: CNG

Address To:

Referred By: NAD-200

Doc Date: 9/29/2015

Due Date: 2/29/2016

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM SENATOR DURBIN ON BEHALF OF CONSTITUENT [REDACTED] RE 2008
DODGE GRAND CARAVAN RECALL NOTICE**

Ack Date:

**Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: ALISON PASCALE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE RICHARD "DICK" J DURBIN
UNITED STATES SENATOR
525 S. EIGHTH STREET
SPRINGFIELD, IL 62703
Tel: 217-492-4062 Fax: 217-492-4382 E-mail:

FEB -1 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	1/29/2016	2/29/2016	
NGA-010	SIGN	1/29/2016		

NAM
2116
SMD

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Thursday, January 28, 2016 6:25 PM
To: Butler, Chris CTR (NHTSA); Reid, Randy (NHTSA)
Cc: Caldwell, Megan (NHTSA)
Subject: FW: Recall inquiry - [REDACTED] - URGENT
Attachments: [REDACTED]

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2016 JAN 29 A 9:17

Chris,

Please urgently control this asap.

Randy – another incoming that got caught up in the email that I missed. Help, help, help. After approval of the draft I will be willing to format and finalize.

Thanks again to you all.

Julie

From: Caldwell, Megan (NHTSA)
Sent: Wednesday, December 16, 2015 4:29 PM
To: Korkor, Julie (NHTSA)
Cc: Pascale, Alison (NHTSA)
Subject: FW: Recall inquiry - [REDACTED]

Hi Julie,

Can you please control this? I don't have record of the initial contact, but it looks like he sent it.

Thanks,

Megan

From: Ruppert, Brad (Durbin) [mailto:Brad_Ruppert@durbin.senate.gov]
Sent: Tuesday, December 15, 2015 4:01 PM
To: Caldwell, Megan (NHTSA)
Subject: RE: Recall inquiry - [REDACTED]

Hey Megan,

Just checking to see if there has been an progress into this recall.

Thanks,
Brad

From: Ruppert, Brad (Durbin)
Sent: Tuesday, September 29, 2015 11:04 AM
To: 'megan.caldwell@dot.gov' <megan.caldwell@dot.gov>
Subject: Recall inquiry - [REDACTED]

Megan,

Thanks for looking into this for me. Attached is [REDACTED] Privacy Form and all other supporting documents.

Please keep me informed on any progress in this case.

Thanks ,
Brad

Brad Ruppert
Senate Staff Assistant
US Senator Richard J. Durbin
217/492-4062
217/492-4382 (fax)



United States Senator Richard J. Durbin

Privacy Act Release Form

Please fill out this form so that the office of Senator Durbin can assist you in the matter you describe below. Pursuant to the Privacy Act of 1974, our office cannot assist individuals without their express written consent.

1

Full Name:

Date of Birth:

Email:

Address:

City:

[Redacted Name and Address]

QUINCY

SEP 28 2015

Mr. ☒ Mrs. ☐ Ms. ☐

Home Phone:

Cell Phone:

[Redacted Phone Numbers]

State: IL

Zip:

[Redacted Zip Code]

If applicable, please provide us with the following information:

Social Security #:

[Redacted Social Security Number]

Alien Registration #:

[Redacted Alien Registration Number]

Veteran's Claim #:

[Redacted Veteran's Claim Number]

Rank:

[Redacted Rank]

Branch of Service:

[Redacted Branch of Service]

USCIS Case #:

[Redacted USCIS Case Number]

Receipt/Priority Date:

[Redacted Receipt/Priority Date]

Interview Date:

[Redacted Interview Date]

2

Please explain why you are contacting Senator Richard Durbin's office and attach copies of any supporting documents:

SEE ATTACHED

3

I hereby authorize the Senator and his staff access to any and all of my records that relate to the problem stated above.

Signature:

[Redacted Signature]

Date:

9/16/2015

4

Please return this form to the office nearest you by mail, fax or hand delivery:

230 S. Dearborn St., Ste 3892
Chicago, IL 60604
Ph - (312) 353-4952
F - (312) 353-0150

525 S. Eighth St.
Springfield, IL 62703
Ph - (217) 492-4062
F - (217) 492-4382

250 W. Cherry St., Ste 115-D
Carbondale, IL 62901
Ph - (618) 351-1122
F - (618) 351-1124

1504 Third Ave., Ste 227
Rock Island, IL 61201
Ph - (309) 786-5173
F - (309) 786-5404

[REDACTED]
Quincy, Illinois
[REDACTED]

August 12, 2015

Senator Dick Durbin
711 Hart Senate Office Building
Washington, DC 20510

I am the owner of a 2008 Dodge Grand Caravan (VIN 2D8HN54X88R [REDACTED]). Early this year I received a Recall Notice (L25/NHTSA 14V-373) from Fiat Chrysler advising me that a defect exists in some 2008 thru 2010 Dodge Grand Caravan vehicles. The problem is that the Ignition Key may not fully seat in the "ON" position and could inadvertently move to the "Accessory" position. This could cause unintended engine shut off as well as the passive restraint systems and brake systems to shut off.

This notice also stated that parts were not available and that I would be contact by mail when they were available. In early June I received a Recall Notice (R03/NHTSA 14V-373) indicating that Chrysler now had the parts and that I should contact my dealer to schedule a service appointment. On June 10, 2015, I contacted my dealer and was told that they would order the parts and as soon as they arrived my appointment would be scheduled. Repeated phone calls to the dealer have confirmed that these parts are still on order and have not been received.

In late July 2015, I complained to the NHTSA (ODI 10743656) about the long delay in getting these parts. In trying to follow-up on my complaint I am given the run-around.

I feel that this defect is important enough that it could lead to the death or injury of me or a member of my family. I feel that Chrysler has known about this problem for at least the last nine months and is dragging their feet correcting this problem. I hope that you will contact the National Highway and Traffic Safety Administration to push Chrysler to repair these vehicles in a timelier manner.

Thank you for your time and consideration on this matter.

Sincerely

[REDACTED]

IMPORTANT SAFETY RECALL

L25 / NHTSA 14V-373

This notice applies to your vehicle (VIN: 2D8HN54X88R [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.

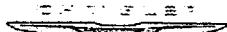
If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. 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****Jeep****SRT**

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IMPORTANT SAFETY RECALL

R03 / NHTSA 14V-373

This notice applies to your vehicle (VIN: 2D8HN54X88R [REDACTED]).

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2009 and 2010 model year Dodge Journey and 2008 through 2010 model year Dodge Grand Caravan and Chrysler Town & Country vehicles. This safety recall replaces Safety Recall L25. This recall must be performed even if Safety Recall L25 has been previously performed on your vehicle.

The problem is... The Wireless Ignition Node (WIN) Module on your vehicle may have unintentional movement of the Frequency Operated Button Ignition Key (FOBIK) from the "ON" to the "Accessory" position while driving. This could cause unintended engine shut off and increase the risk of a crash.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will replace the WIN module and two FOBIK's. The work will take about one 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, Dodge or RAM 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.

NOTE: You will receive two new FOBIK's as part of this recall procedure. If you purchased additional FOBIK's in the past, they will also be replaced. Please bring in all FOBIK's to receive an equal number of replacement FOBIK's. FOBIK's that were replaced in the past due to damage will not be exchanged. Depending on FOBIK availability, you may have to return at a future date to receive any additional FOBIK's.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either recalls.mopar.com or 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. If you have further questions go to recalls.mopar.com.

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

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 you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to 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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): L25

Customer Services / Field Operations
FCA US LLC

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

