



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

February 24, 2016

The Honorable Richard J. Durbin
United States Senator
525 South Eighth Street
Springfield, IL 62703

NEF-160 rrr
Ref. No.10743656

Dear Senator Durbin:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning his model year (MY) 2008 Dodge Grand Caravan. Your letter was forwarded to the National Highway Traffic Safety Administration (NHTSA). I apologize for our delay in responding and regret any inconvenience we may have caused you and your constituent.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] indicates that he owns a MY 2008 Dodge Grand Caravan. He states that in early 2015, he received a recall notice (NHTSA Safety Recall Campaign No. 14V-373) from Fiat Chrysler Automobiles (FCA) advising that a defect exists in certain MY 2008 through MY 2010 Dodge Caravan vehicles. The notice also indicated that the parts for the recall are currently not available and he would be re-contacted when the parts become available. In June 2015, [REDACTED] received another notice from FCA stating that the parts were available. However, his local dealer told him that they have not received the parts. He states that he reported the recall delay to NHTSA and afterwards attempted to follow up with NHTSA, but to avail. [REDACTED] feels that FCA's delay in completing the recall is unacceptable and requests assistance in expediting the repair of his vehicle.

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The Honorable Richard J. Durbin

NHTSA is aware of FCA's delay in producing the necessary parts for the recall. NHTSA received a complaint from [REDACTED] through our Vehicle Safety Hotline on July 27, 2015, regarding Recall 14V-373 (Ref. No. 10743656, enclosed). The recall addresses a problem with unintended changes in the ignition switch position while driving that may result in a loss of engine power, power brakes, power steering, and deactivation of the air bags. FCA mailed final recall notifications in July 2015 to inform owners that parts were available.

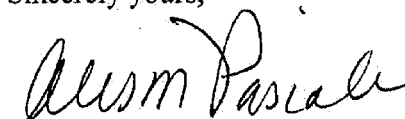
On February 1, 2016, we entered [REDACTED] vehicle identification number (VIN) into NHTSA's VIN Look-Up Tool, which searches for open recalls through a direct link to manufacturers' recall databases (<https://vinrcl.safercar.gov/vin/>). According to the VIN Look-Up Tool, there are no open recalls on [REDACTED] vehicle at this time (report enclosed). It is possible that a local dealer performed the recall between the time [REDACTED] initially contacted your office and now.

Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability and the final remedy can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. In addition, due to the volume of vehicles involved, FCA conducted this recall in phases. Also, FCA limited volume of the recall parts they automatically delivered to dealers to avoid waste by dealerships for parts they did not order or do not need.

On July 2, 2015, NHTSA addressed the untimely remedy of this very recall at a public hearing held at the U.S. Department of Transportation. To remedy its failure with this and 22 other recalls, FCA has entered into a Consent Order with NHTSA and will pay a \$105 million civil penalty. On December 10, 2015, NHTSA fined FCA an additional \$70 million for under reporting crash, death, and injury data required under NHTSA's Early Warning Reporting system. Details of this enforcement action can be found on our Web site at www.safercar.gov/rs/chrysler/index.html.

I hope this information is helpful. If you have any questions, please contact me or Mr. Frank S. Borris, Acting Associate Administrator for Enforcement, at (202) 493-2631.

Sincerely yours,



Alison Pascale
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosures

cc: Washington Office

Search Results

ID Number Search Results

-  Email
-  Facebook
-  Twitter
-  Google+
-  LinkedIn
-  Instagram
-  More

Recalls N/A	Investigations N/A	Complaints 1 Result(s)
Service Bulletins N/A		

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists. Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

Date Complaint Filed: 07/27/2015

Component(s): AIR BAGS , ELECTRICAL SYSTEM , SERVICE BRAKES

Consumer Location: QUINCY, IL

Date of Incident: 07/27/2015

NHTSA ID Number: 10743856

All Products Associated with this Complaint

Vehicle Make	Model	Model Year(s)
DODGE	GRAND CARAVAN	2008

Details

0 Available Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler (FCA US LLC)
 Vehicle Identification No. (VIN): 2D8HN54X88R...

SUMMARY:

I RECEIVED SAFETY RECALL L25/NHTSA 14V-373 EARLIER THIS YEAR ADVISING ME OF THE PROBLEM WITH THE IGNITION KEY BUT SAYING THAT I WOULD BE CONTACTED AGAIN BY MAIL WITH A FOLLOW-UP NOTICE WHEN THE REMEDY PART IS AVAILABLE. IN JUNE 2015, I RECEIVED SAFETY RECALL R03/NHTSA 14V-373 WHICH REPLACED SAFETY RECALL L25. ON JUNE 10, 2015 I CONTACTED MY CHRYSLER DEALER TO SCHEDULE THE REPAIR. THEY INFORMED ME THAT THEY HAD TO ORDER THE PART AND WHEN THEY RECEIVED THE PART THEY WOULD SCHEDULE A REPAIR APPOINTMENT. AS OF THIS DATE, JULY 27, 2015, I HAVE CALLED THEM BACK TWICE AND ALL THEY CAN TELL ME IS THAT THE PART IS STILL ON ORDER AND THEY DO NOT KNOW WHEN THEY WILL RECEIVE IT.

Search Results

ID Number Search Results

Recalls	Investigations	Complaints
N/A	N/A	1 Result(s)

Service Bulletins
N/A

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Date Complaint Filed: 07/27/2015

Component(s): AIR BAGS , ELECTRICAL SYSTEM , SERVICE BRAKES

Consumer Location: QUINCY, IL

Date of Incident: 07/27/2015

NHTSA ID Number: 10743658

All Products Associated with this Complaint ▲

Vehicle Make	Model	Model Year(s)
DODGE	GRAND CARAVAN	2008

Details ▲

0 Available Documents ?

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler (FCA US LLC)

Vehicle Identification No. (VIN): 2D8HN54X88R...

SUMMARY:

I RECEIVED SAFETY RECALL L25/NHTSA 14V-373 EARLIER THIS YEAR ADVISING ME OF THE PROBLEM WITH THE IGNITION KEY BUT SAYING THAT I WOULD BE CONTACTED AGAIN BY MAIL WITH A FOLLOW-UP NOTICE WHEN THE REMEDY PART IS AVAILABLE. IN JUNE 2015, I RECEIVED SAFETY RECALL R03/NHTSA 14V-373 WHICH REPLACED SAFETY RECALL L25. ON JUNE 10, 2015 I CONTACTED MY CHRYSLER DEALER TO SCHEDULE THE REPAIR. THEY INFORMED ME THAT THEY HAD TO ORDER THE PART AND WHEN THEY RECEIVED THE PART THEY WOULD SCHEDULE A REPAIR APPOINTMENT. AS OF THIS DATE, JULY 27, 2015, I HAVE CALLED THEM BACK TWICE AND ALL THEY CAN TELL ME IS THAT THE PART IS STILL ON ORDER AND THEY DO NOT KNOW WHEN THEY WILL RECEIVE IT.