


INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)</p>		<p>PER AGENCY USE ONLY 100148</p>		
<p>OWNER INFORMATION (Type or Print)</p>				<p>Date Received 08-SEP-2015</p>		<p>Repository <input type="checkbox"/></p>		
<p>Name [REDACTED]</p>				<p>Daytime Telephone Number [REDACTED]</p>		<p>Reference No. 10762208</p>		
<p>Address [REDACTED]</p>				<p>Evening Telephone Number [REDACTED]</p>		<p>E-mail Address [REDACTED]</p>		
<p>City YPSILANTI</p>		<p>State MI</p>	<p>Zip Code [REDACTED]</p>					
<p><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></p>								
<p>VEHICLE INFORMATION</p>								
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2D8HN54X99R [REDACTED]</p>			<p>Make DODGE</p>		<p>Model GRAND CARAVAN</p>		<p>Model Year 2009</p>	
<p>Date Purchased</p>		<p>Dealer's Name and Telephone Number</p>			<p>Engine: No: Cylinders</p>		<p>Fuel Type:</p>	
<p>Original Owner <input type="checkbox"/></p>		<p>Dealer's City</p>		<p>State</p>	<p>Zip Code</p>			
<p>Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control</p>		<p>Powertrain</p>		<p>Multiple Failure:</p>		<p>Incident Date(s) 15-MAY-2015</p>		
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>								
<p>Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS</p>					<p>Failure Mileage 90000</p>		<p>Failure Speed</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>								
<p>Tire Make</p>		<p>Tire Model (Name or Number)</p>			<p>Tire Size (Example P215/65R15)</p>			
<p>DOT No. (Example: DOTM9ABC036)</p>		<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>		<p>Failure Location:</p>				
<p>Tire Component Code</p>					<p>Tire Failure Type:</p>			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>								
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>				
<p>Seat Type:</p>		<p>Installation System:</p>						
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>						
<p>APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>								
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>		<p>Number of Persons Injured 0</p>		<p>Number of Deaths 0</p>		<p>Reported to Police N</p>
<p>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).</p>								
<p>TL* THE CONTACT OWNS A 2009 DODGE GRAND CARAVAN. WHILE DRIVING AT VARIOUS SPEEDS, THE VEHICLE STALLED. THE VEHICLE WAS TAKEN TO A DEALER, BUT THE RECALL PART WAS NOT AVAILABLE FOR NHTSA CAMPAIGN NUMBER: 14V373000 (AIR BAGS, ELECTRICAL SYSTEM). THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURE WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 90,000.</p>								
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>								
<p>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 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.</p>								

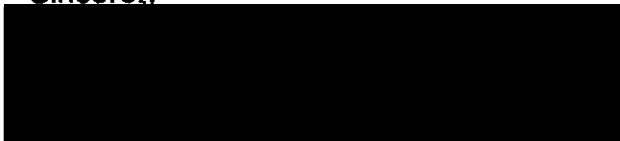
November 6, 2015

Here is additional documentation concerning safety issues with our 2009 Dodge Grand Caravan. Initially the van stalled (engine stopped while in motion leaving the car without power steering, power brakes and possibly no functioning air bags) back in the Fall of 2014. We figured this was maybe a one time glitch but it started doing the stall maybe once or twice a month. In the Spring of 2015 the problem became more frequent so we took the van to our dealer and they were unable to diagnose the problem, had the car for four days and charged us \$99 for their work. Around that same time we received a recall notice from FCA regarding stalling issues with our model. At that time I called our dealer to get the recall work done but they indicated they did not have the necessary part for the repair but would call when they had them in stock. It is then I started doing a log of the times and places where the stalls occurred. Since 4/7/15 we have documented nearly 30 times the car engine died while in motion. It has never happened sitting still. I have had numerous calls to FCA customer service and regarding the undiagnosed stalling problem and they thought the issue could be caused by the ignition switch which was the recall that had been issued but no dealer had the parts for the repair. Finally on 10/2/2015 FCA customer service found a part for the recall in another city so I had the service done. That did not solve the issue. Today I picked up my car after another attempt to fix the stalling problem. They told me they could not find anything wrong so I paid them another \$50 and now have the car back in our garage and I am driving a rental since we feel our vehicle is unsafe. I am enclosing additional documentation regarding our problem with the Dodge Grand Caravan.

- (1) Log of stall incidents since 4/7/15
- (2) Repair Order (attempt) to find and fix the stalling issue. Westborn Chrysler 3/16/15
- (3) Recall notice from FCA
- (4) Replacement of recalled part at La Fontaine Chrysler 10/2/15
- (5) Repair Order (attempt) to find and fix the stalling issue. Westborn Chrysler 11/3/15

At this time I feel it is important to finish this questionnaire to hopefully get FCA to solve the problem before anyone is injured or worse because of a car that loses power and limits the use of steering and breaking.

Sincerely



①

Van's Stalling Log

4/7 - 3:54 pm
w. Hickory Rd +
Kellogg School Rd

- 4:18
M37 + Upton Rd
Battle Creek

5/9 - 1:46
Holland Mich.

5/17 2:17
Ypsilanti Grove Rd

5/30 - 10:48
Moorville, IN

6/7 - 12:31
Ann Arbor

7/28 7:12 pm
A2 Saline Rd
Ann Arbor

9/5 11:48 am
Harber Springs
Rt 119.

9/7 7:18
Mackinaw City

10/5 11:08
Ann Arbor

10/7 5:23
Ypsilanti

10/17 11:39
Belle Isle

~~Detroit~~
11:42
Jefferson Ave

9/8 Ypsilanti 7:24a.

9/24 3:06
H. River Dr
Dexter

9/25 019 Pinckner
7:45 a

Fixed ?

10/2/15
LaFontaine - Saline

Fri 10/23
Grove Rd 10:20
AM

10/30 Friday
8:05 ~~am~~ Ypsi
am

Tues. 10/27
Rawsonville Rd
6:30 AM

10/30 Friday
6:22 Ypsilanti
PM Grove Rd.

Thurs. 10/29
Whitmore Lake
7:33

10/31 12:10 Sat.
Grove Rd Ypsi

10/31 4:43 Sat.
Telegraph Rd

11/2
6:30 am Grove Rd
Ypsi

11/2 5:45 pm
Ambassador Dr
Ypsi

11/3 7:15 am
Rawsonville Rd
Ypsilanti

11/3 8:00 am
Telegraph Rd
Dearborn, MI



Westborn Chrysler Dodge Jeep Ram

23300 Michigan Avenue

Dearborn, MI 48124

877.295.7806 313.562.3200

Service Advisor: David Smith

Started: 03/18/15 6:35 PM

Completed: 03/18/15 11:19 AM

Priority: 5

Appointment: 20021

Repair Order

R507 Version MPK2.71.010

<p>Ypsilanti, MI</p> <p>Work:</p> <p>Home:</p> <p>Cell:</p>	<p>2009 Dodge GRAND CARAVAN SXT WAGON</p> <p>Color Brilliant Black Crystal Pearl Coat</p> <p>VIN 2D8HN54X99R</p> <p>Mileage In: 76647 Out: 76647</p> <p>Tag Number 4223 Plate No.</p> <p>In-Service 04/30/09</p> <p>Engine EGQ-4.0L V6 SOHC Engine</p> <p>Coverage 801</p> <p>Build Date 04/15/09</p> <p>Comments</p>	<p>IMPORTANT "Complete Satisfaction" You will be notified by Chrysler Corporation regarding your recent service visit. If you cannot answer survey questions call immediately 313-562-3200 Ext. 714 To Address Your Concerns Thank you for your business! FORM # 5049 REV 2/14</p>
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Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
Complaint		CHECK OUT CUST.STATES,VAN WILL STALL WITHIN 5 MINS OR SO WHILE DRIVING,STALLING OFTEN.RESTARTS RIGHT AWAY.				
Cause		check for start and stall concern				
Correction		perform mopar start and stall test procedure. idle circuits pass. fuel system pressure is good. no driveability dtc faults found in pcm. secondary ignition passes inspection. unable to verify customer concern at this time. 1.0 hrs check out only				
1801		Technician: James David Swan, License M191524	7827		CP	\$99.00

*Stalled at intersection of Michigan + Telegraph
 10 min after I picked it up 3/18/15*

<p>The Manufacture Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p> <p>\$25.00 per day storage fee for vehicles left longer than three days after completion date.</p>	<p>Repairs properly completed and checked by:</p> <p>_____ Authorized Signature</p>	<table> <tr><td>Estimate:</td><td>\$99.00</td></tr> <tr><td>Labor:</td><td>\$99.00</td></tr> <tr><td>Parts:</td><td>\$0.00</td></tr> <tr><td>Miscellaneous:</td><td>\$0.00</td></tr> <tr><td>Subtotal:</td><td>\$99.00</td></tr> <tr><td>Sales Tax:</td><td>\$0.00</td></tr> <tr><td>Total:</td><td>\$99.00</td></tr> </table>	Estimate:	\$99.00	Labor:	\$99.00	Parts:	\$0.00	Miscellaneous:	\$0.00	Subtotal:	\$99.00	Sales Tax:	\$0.00	Total:	\$99.00
Estimate:	\$99.00															
Labor:	\$99.00															
Parts:	\$0.00															
Miscellaneous:	\$0.00															
Subtotal:	\$99.00															
Sales Tax:	\$0.00															
Total:	\$99.00															

3

3 Auburn Hills
Mopar Service
1-800-992-1997



FIAT CHRYSLER AUTOMOBILES

WIRELESS IGNITION NODE MODULE

IMPORTANT SAFETY RECALL

R03 / NHTSA 14V-373

This notice applies to your vehicle (VIN: 2D8HN54X99R [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.



R03

2/13/15 Complaint # 10762208

Recalls Results Look-up by VIN

[Print](#)

VIN: 2D8HN54X99R [REDACTED]

Year: 2009 Make: DODGE Model: GRAND CARAVAN

Number of Open Recalls: 1

NHTSA Recall Number: 14V-373

Recall Date: May 16, 2015

Manufacturer Recall Number: R03

SUMMARY:

THE WIRELESS IGNITION NODE (WIN) MODULE MAY HAVE UNINTENTIONAL MOVEMENT OF THE FREQUENCY OPERATED BUTTON IGNITION KEY (FOBIK) FROM THE ON TO THE ACCESSORY POSITION WHILE DRIVING.

SAFETY RISK:

THIS COULD CAUSE UNINTENDED ENGINE SHUT OFF AND INCREASE THE RISK OF A CRASH.

REMEDY:

THE WIN MODULE AND FOBIKS MUST BE REPLACED.

RECALL STATUS: Recall INCOMPLETE

MANUFACTURER NOTES:

THIS RECALL DATA LAST REFRESHED: Sep 7, 2015

Additional Safety Information

Besides the VIN search tool you just used, NHTSA offers additional safety information based on a vehicle's make, model, and model year and not tied to any particular VIN. A search by vehicle make, model, and model year gives you access to information about technical service bulletins, NHTSA investigations, and owner complaints, as well as safety recalls on aftermarket equipment that is often not linked to a particular VIN or even to your vehicle's manufacturer.

To search NHTSA's safety information based on your vehicle's make, model, and model year, please go to the [Safety Issues section](#) and follow the instructions there.

Recall information for this manufacturer is only available going back to January 01, 1990. If your vehicle was manufactured before this date, please contact the manufacturer for possible additional recall information.

Enter another VIN here:



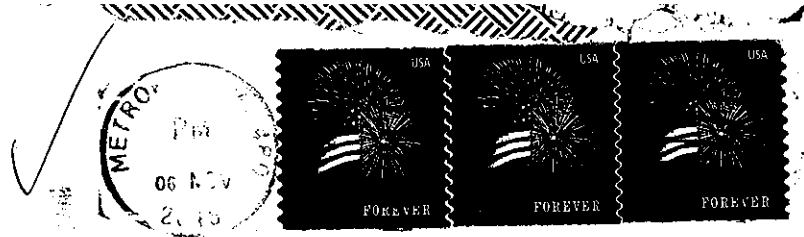
Type the text

[Privacy & Terms](#)

Submit

9/21
NO CALL BACK
Autumn
Melly

Ypsilanti, MI



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, D.C. ~~20077~~-9382

20590

~~20077-9382~~

