

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 Date Received JAN 12 2016 06-OCT-2015		Repository ☐ Reference No. 10780192			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address	
Name									
Address									
City		State		Zip Code		Evening Telephone Number			
WAYNE		MI							
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).									
VEHICLE INFORMATION									
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model		Model Year	
2D4RN5D18AR				DODGE		GRAND CARAVAN		2010	
Date Purchased		Dealer's Name and Telephone Number				Engine:		Fuel Type	
10/29/2012		Brighton Ford 1-888-644-9911				No: Cylinders		unleaded	
Original Owner		Dealer's City		State		Zip Code			
☐		Brighton		mi		48114			
Transmission Type		☐ Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)	
Automatic		☐ Cruise Control						12-MAY-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION									
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS						Failure Mileage		Failure Speed	
						90000		45	
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									
(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)									
Crash		Fire		Number of Persons Injured		Number of Deaths		Reported to Police	
☐ Yes ☒ No		☐ Yes ☒ No						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 2010 DODGE GRAND CARAVAN. WHILE DRIVING APPROXIMATELY 45 MPH, THE VEHICLE STALLED AND THE AIR BAG WARNING INDICATOR ILLUMINATED. THE FAILURE RECURRED MULTIPLE TIMES INTERMITTENTLY. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 14V373000 (AIR BAGS, ELECTRICAL SYSTEM); HOWEVER, THE PART WAS UNAVAILABLE TO PERFORM THE REPAIRS. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REMEDY. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 90,000.									
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.									

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I think + Hope between my e-mails + paperwork enclosed can help you understand that Dodge dropped the ball. There quote is customer satisfactory is there number 1 priority. I beg to differ.
I'm very dissapointed on how I was treated.

* Any questions feel free to Contact me

Thank-you

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation

National Highway Traffic Safety Administration

Office of Defects Investigation, [REDACTED]

NEF-070

1200 New Jersey Avenue SE.

Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



866-856-7791



FIAT CHRYSLER AUTOMOBILES

WIRELESS IGNITION NODE MODULE

IMPORTANT SAFETY RECALL

R03 / NHTSA 14V-373

This notice applies to your vehicle (VIN: 2D4RN5D18A [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.

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.



DODGE



Jeep



SRT

12-9-15



10-6-2015

2010 Dodge Caravan

★  11/9/2015
payoff -  19th

14,867.84

Beginning balance 23,115.80

paid so far 8,247.96

This is when I kept calling
Re: Re Call

Dodge Corporate office

1000 Chrysler Dr
Auburn Hills 48326

248-944-7060

Web/ www.Dodge.com

Called to try to get help
w/ van

Again notes
Re: trying to get
Recall Done
to no avail

██████ - Garden City

350 people

10-6-2015

Conplant # 10780192

Plymouth 451-2110

Ann Arbor Rd

120 miles ago, 1st time

Always
re-starts

90 some thousand

4-5 months ignition off

Original Message Follows:

157
Wally
Sent

US Customer Service - Dodge Brand Site

Brief Description:

very disappointed

Comments:

I'm not sure there is enough space to let you know all that has happened to me. I have a 2010 dodge caravan that I now have to have voluntary repossessed I have been waiting months for my recall to be done. Now it also has a transmission problem and suspension. which was under warranty but dealer would not touch until recall was fixed, so the warranty expires while waiting for recall to be fixed. I need a good vehicle, so I took it to trade in and dodge wont give me anything because too much wrong. I also filed a complaint on 10/6/2015 still nothing, now i got another dodge with a higher payment and gonna be screwed over on the caravan. I hope I don't have the problems with the journey like i did the caravan, thanks for screwing my credit, when I figure where i have to take this caravan with tons of issues. which they never will get amount owed on it. Ive paid 8247.96 and still owe 14867.84 I'm very upset that I have to go through this. Really is this how dodge treats its customers.? Not good for business. Not to mention im on disability and don't make enough to make this right. Some how I think I got screwed in this deal

VIN:

AR [REDACTED]

Mileage:

105200

Servicing Dealer:

Title:

Subject: Re: Chrysler Group LLC Customer Assistance [REDACTED]

From: customerassist (customerassist@chrysler.com)

To: [REDACTED]

Date: Wednesday, November 11, 2015 2:28 AM

pg 2

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your vehicle complaint.

I would be happy to look into this concern for you.

We are very sorry to learn of the problems you have encountered, and your frustration in the matter is understandable. We appreciate the time and effort you took to tell us of your dissatisfaction with our product. Thank you for bringing this to our attention.

Could you please clarify if you are still the current owner of the vehicle.

We look forward to hearing from you.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Jenna

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

Called - 11-20-15
talked to Leon 11-18-15
to Matthew 11-18-15

12/4/2015 2:39 PM

Original Message Follows:

OK now that I confirmed I still have the vehicle, Is there anything your company is willing to do about it. cause at this point I am in two loans out. And Im on disability. I have til Dec. 12th to make new payment AND the caravan payment is due by the 23rd of this month. I can not afford two let alone afford a voluntary repossession. Please Help. I still have yet to get a call for the re call on the caravan which like I said the warranty expired while waiting. The dodge dealer on ford road in garden city wouldn't touch the transmission until the recall was done. I thought customer satisfactory is your quote.

then
me 5th

On Friday, November 13, 2015 2:28 AM, customerassist
<customerassist@chrysler.com> wrote:

then
then 4th

Dear [REDACTED] Thank you for confirming the ownership. We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to my attention. If in the future you experience concerns with FCA vehicles, do not hesitate the contact the dealership and have the vehicle diagnosed to determine issue. Please know that your feedback and opinion are both, very important to us. We hope this experience will not cause our customers to misjudge our products. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343). Sincerely, Jenna Customer Service Representative Dodge Customer Assistance Center For any future communications related to this email, please refer to the following information: REFERENCE NUMBER: EMAIL CASE NUMBER: [REDACTED] REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

Original Message Follows: ----- Yes this is [REDACTED]

[REDACTED] and I am still the owner of this dodge caravan, It is here in my driveway. On Wednesday, November 11, 2015 2:28 AM, customerassist <customerassist@chrysler.com> wrote: Dear

then
me 3rd

12/4/2015 2:44 PM

Subject: Re: Chrysler Group LLC Customer Assistance ([REDACTED])
From: customerassist (customerassist@chrysler.com)
To: [REDACTED]
Date: Monday, November 16, 2015 12:26 AM

Dear [REDACTED]

I certainly understand your frustration with this situation.

I have exhausted every avenue possible to determine what can be done for you today

I have examined your file in full. We would be unable to provide any type of assistance for your situation. We appreciate the opportunity to review your request.

You may get the recall completed at any authorized Dodge Dealership free of charge.

We're sorry we cannot provide a more favorable reply.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-FCA (1-800-247-9753).

Sincerely,

Jenna

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

*Last one I
Received
then I
started to
make phone calls
Page 2
Still NO luck.
Voluntary
Re-PO'D*

this is computer
reading from when
they came to
Voluntary Repo
& set vehicle
unsafe

SUMMARY Reminders Notes Updates Recovery / C/R Photos Documents Forms History

Date of Order 11/23/2015
Status Open
Debtor [REDACTED]
2010 DODGE GRAND CARAVAN

Account Number [REDACTED]
Type [REDACTED]
Client [REDACTED]
Caseworker [REDACTED]
License # Add License

Vol. Repo
Credit Union One
Best recovery4
Add License

Case Number [REDACTED]
Company Ref 73806
Disposition EP
Lienholder Credit Union One
2D4RN5D18A [REDACTED]

Additional Information
Body Style: 4dr Wgn SXT
Front Wheel Drive
Engine: 3.6 Gasoline Fuel V6 Cylinder Engine
ORIGINATION DATE: 10/29/12
INDIRECT AUTO
BRIGHTON FORD
VOLUNTARY SURRENDER
AUTO CURRENTLY HAS A RECALL #0115 THE RECALL CODE NAME SHUTS DOWN WHILE DRIVING SHE IS ON SOME LIST TO RECEIVE THE PART. NEED TO TAKE CARE OF THIS BEFORE SELLING THE UNIT, SHE WANTS REPO AGENCY TO COME OUT ON TUESDAY 11/24/15 AFTER 12. PLEASE CALL HER TO SET THIS UP. PHONE # [REDACTED]
[REDACTED]

Addresses
201 Address
MAP GEO SAT P/C UPD Category Address City State Zip Runsheet Phone Cell
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Phones
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Name Division Title Type Party Type Attempts Last Attempt

Default Information

CUSTOMER #:

**CRESTWOOD
DODGE****(734) 421-5700**

INVOICE

 32850 FORD ROAD
 GARDEN CITY, MICHIGAN 48135
 FAX (734) 421-5687

WAYNE, MI

PAGE 1

 HOME: [REDACTED]
 BUS: [REDACTED]

 CONT: [REDACTED]
 CELL: [REDACTED]

SERVICE ADVISOR: 163 JIM MC CLOUD

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
WHITE	10	DODGE CARAVAN		2D4RN5D18AR		71779/71779		T359
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
16FEB10 IS			17:00 23JAN13			98.00	CASH	23JAN13
R.O. OPENED		READY		OPTIONS: DLR:57062 ENG:3.8 Liter				

07:20 23JAN13 10:53 23JAN13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A NOTE: / TOWED IN TO NIGHT DROP OFF AREA. /

0001 NOTE:

333	C	0.00			0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B NO CRANK-NO START / /

0851 REPLACE BATTERY

224 JACKSON, A LIC#: M262935

CM 0.50

42.50 42.50

1 BB034600AA *BATTERY-STORAGE

122.00 103.70 103.70

PARTS:	103.70	LABOR:	42.50	OTHER:	0.00	TOTAL LINE B:	146.20
--------	--------	--------	-------	--------	------	---------------	--------

71779 CHARGED AND TESTED BATTERY, BATTERY FAILED TEST, BAD CELL.

REPLACED BATTERY CHECKED CHARGING SYSTEM, SYSTEM OK, PERFORMED BATTERY

DRAW TEST NO DRAW FOUND. 0851 LBR.5 T224

CRESTWOOD-DODGE

32850 FORD RD

GARDEN CITY, MI 48135

01/23/2013 14:07:06

MID: 000000002356598

TID: 03847346

345235653887

CREDIT CARD

VISA SALE

CARD: XXXXXXXXXX

INVOICE 378104

Batch #: 000185

APP Code: 140973

Entry Mode: Swiped

Mode: Online

SALE AMT \$152.42

CUSTOMER COPY

PAID

JAN 23 2013

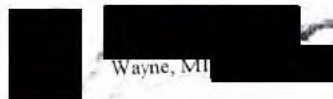
CRESTWOOD
DODGE INC**CUSTOMER**DEALER CODE
42-57062STATE REG. NO.
F-113338

DATE/TIME:

 CERTIFICATION
 ALL REPAIRS & PARTS LISTED WERE FURNISHED IN
 COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT,
 (P.A. 300)

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	42.50
PARTS AMOUNT	103.70
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	146.20
LESS INSURANCE	0.00
SALES TAX	6.22
PLEASE PAY THIS AMOUNT	152.42



Wayne, MI



1000



20077

U.S. POSTAGE
PAID
WAYNE, MI
48184
DEC 18 15
AMOUNT

\$0.71

R2304M114512-09

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation NEF-010
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

200779382

