

[REDACTED]
The Villages, FL
September 22, 2015

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590

OCT -1 2015

Dear Sir or Madam:

RE: SAFETY RECALL R03/NHTSA14V-373, part #035, Wireless Ignition Node (WIN)
Module

My husband and I bought a previously owned 2009 Chrysler Town and Country van on
July 27 this year.

On September 9 we received a recall notice to replace the wireless ignition node (WIN)
module, part #035.

On September 10, I called our closest Chrysler dealer, Bill Bryan in Leesburg, FL. I was
told that it takes two days for delivery. There was no mention of a list or backorder of
parts.

On September 14 I called Bill Bryan again to ask about the recall and part. This was two
days before leaving for a four-day road trip. I learned about a list and was told that we
were "near the top of the list."

On September 22 I called Bill Bryan again and talked to Stephanie. She told me that we
are #35 on a list of 75! They have no idea when the part will be in.

Also September 22, I called Phillips Chrysler dealer in Ocala, FL. They are in the same
situation. I was told that they only receive about two #035 parts each week.

Also on September 22, I called Advantage Chrysler Dodge Jeep in Mt. Dora, FL. She put
us on a list as #30. She said that if we don't hear from them by Thanksgiving we should
give them a call.

What are we to do? As senior citizens driving with a possible malfunction, we could lose
power while driving on the Florida Turnpike or I-75. Is there anything you can do to
speed up production of this part? If it's a serious matter, why isn't Chrysler addressing
this issue?

Sincerely,

[REDACTED]

ET
10/15
SMD



FIAT CHRYSLER AUTOMOBILES

WIRELESS IGNITION NODE MODULE

IMPORTANT SAFETY RECALL

R03 / NHTSA 14V-373

This notice applies to your vehicle (VIN: 2A8HR44E49R[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.



The Villages, FL

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Washington, DC 20590

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