

01-108382B-2817

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

[REDACTED]
Chesterfield, MO. [REDACTED]

December 15, 2015

Administrator, National Highway Traffic Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590
Attn: Recall Notification

RE: 2009 Chrysler Town & Country
VIN 2A8HR54139R [REDACTED]
Recall R03/NHTSA 14V-373

JAN 14 2016

Dear Representative:

The purpose of this letter is: to inform you; update your records; and request claim information concerning the Recall identified above.

At approximately 8:45A.M. on 25 June 2015, 19 days after the R03/NHT14V-373 recall was performed, a "spontaneous fire occurred in the vehicle engine compartment" while parked inside the garage of my residence. The vehicle was subsequently declared a Total Loss, and there was significant damage to the garage and adjacent storage area.

There were no injuries to five (5) residents present that morning because I was seated outside the garage area when the fire occurred, and was able to run inside not only to call 911, but to wake up the sleeping grand-children. Had the incident occurred earlier in the night or early morning, it would have been a complete disaster.

The Fire Department incident number is: [REDACTED] of the Monarch Fire District, Chesterfield, MO.

The FCA Recall notice above was received by me on or about 1 June 2015, and an appointment was scheduled for 5 June at the Glendale Chrysler, 10070 Manchester, Glendale Mo. They were given a copy of the Recall notice, and said they completed the work. However, I'm not confident that they completed the L25 Recall noted in the last paragraph of the Recall identified above. I was personally never informed about the L25 Recall when initiated by FCA, or, by the previous owner.

I have attached a copy of the only Recall notice mailed to me; the Glendale Chrysler Invoice regarding the work done on 5 June; and photos of the vehicle engine fire incident for your records.

To assist you please provide me with the claim forms you need to have completed. In addition please provide me with other information that is required by the National Highway Traffic Administration regarding further actions to be taken.

[REDACTED]

NAM
11/5/16
SMD

June 5, 2015
DONE

IMPORTANT SAFETY RECALL

R03 / NHTSA 14V-373

This notice applies to your vehicle (VIN: 2A8HR54139R [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.





10070 Manchester Rd. - Glendale, MO 63122
Phone: (314) 965-5100

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. to 6:00 p.m. Saturday

R/O Open Date	R/O Number
6/05/15	
R/O Close Date	Status
6/05/15	Final
Mileage In	Mileage Out
92414	92414
Service Advisor / Tag #	
DAVE MURRAY/1751*W*	

[REDACTED] CHESTERFIELD, AL [REDACTED]			Work Phone	Vehicle Identification Number	
				2A8HR54139R [REDACTED]	
			Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2009	CHRYSLER	TOWN & COUNTR	4DR WGN TOURING		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - INSP: PERFORM COURTESY MULTI POINT INSPECTION AND ADVISE. NO CHARGE! MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) CHECK TRANSMISSION FLUID LEVEL AND CONDITION Work performed by JEFF SISK (15) Installed 4591959AA :CAP: OIL FILLER 1@23.22 23 POINT Sub Total: 23.22	23.22
#2 - RECALL: CUSTOMER REQUESTS PERFORM RECALL PER CHRYSLER STANDARDS. INSTALL UPDATE LABEL WHEN REPROGRAMMING IS REQUIRED. RECALL / CSN 1 R03: SAFETY RECALL R03 - WIRELESS IGNITION NODE MODULE ** R03 RECALL PART ON HOLD PART NUMBER CBXZR035AA Work performed by JEFF SISK (15) Installed CBXZR035AA :RECEIVER: TRANSMITTERS AND W Qty: 1 REPLACED WCM PER RECALL R03	Warranty Warranty
#3 - DECLINED: THE FOLLOWING SERVICES WERE RECOMMENDED ON THIS SERVICE VISIT BUT WERE NOT COMPLETED. Work performed by JEFF SISK (15) FRONT BRAKE PADS POWER STEERING PRESSURE HOSE HEATER TUBE ASSEMBLY Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	23.22
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	1.94
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	25.16
Visa/MC/Disc [REDACTED]	25.16

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

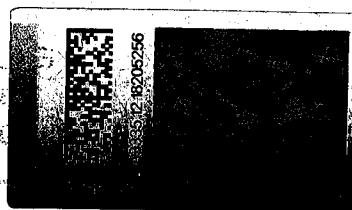






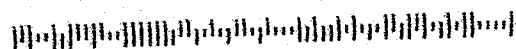
Chesterfield, Mo.

ST LOUIS
MISSOURI
18 DEC
PM 5 L



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC ADMINISTRATION
1200 NEW JERSEY AVENUE, S.E.
WASHINGTON, DC 20590

20590



ATTN: Auto Recall