



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration
September 13, 2019

1200 New Jersey Avenue, SE
Washington, DC 20590

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

NEF-109 ela
Ref. No. 11174070

[REDACTED]
Cadillac, MI [REDACTED]

Dear [REDACTED]

Thank you for your letter about your model year (MY) 2012 Dodge Caravan vehicle. I am pleased to respond. NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We entered your vehicle identification number (VIN) into our VIN Look-Up Tool, which searches for open recalls through a direct link to the manufacturer's database (<https://www.nhtsa.gov/recalls>). The enclosed report confirms that there are no open recalls on your vehicle at this time, nor do we have any open safety defect investigations for MY 2012 Dodge Caravans. You can also contact the manufacturer of your vehicle and a local dealer for recall information on your vehicle.

Please note that NHTSA does not have an email address for consumers to contact our agency. If you have a safety-related problem with a motor vehicle or motor vehicle equipment, please complete an electronic Vehicle Owner's Questionnaire online at <https://www-odi.nhtsa.dot.gov/VehicleComplaint/> or call our Vehicle Safety Hotline at 888-327-4236. Also, complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website at www.nhtsa.gov. You can learn more about NHTSA's investigation and recall process at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf

Sincerely,

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

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Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings, recommended technologies and other safety issues.

[Learn More](#) →

2012 DODGE GRAND CARAVAN



VIN: 2C4RDGC62C

Recall data refreshed on Sep 10, 2019

0 Unrepaired Recalls associated with this VIN

What if my car isn't recalled now? Could it be recalled later?

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.



Look for this distinct label to distinguish critical safety recall information from other marketing material.

Where's my VIN?

Look on the lower left of your car's windshield for your 17-character Vehicle Identification Number. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.



What this VIN search tool will show

- An unrepaired vehicle affected by a vehicle safety recall in the past 15 calendar years
- Vehicle safety recalls from major light auto manufacturers, including motorcycle manufacturers.

What this VIN search tool will not show

- A vehicle with a repaired safety recall. If your vehicle has no unrepaired recalls, you will see the message: "0 Unrepaired recalls associated with this VIN"
- Manufacturer customer service or other non-safety recall campaign
- International vehicles
- There may be a delay with very recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage)
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications