



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**



April 15, 2022

NEF-109 ela
Ref. No. 11456544

Dublin, VA

Dear [REDACTED]:

Thank you for the follow up email about your model year (MY) 2013 Dodge Caravan vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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 received a previous report from you regarding your vehicle problem through our Vehicle Safety Hotline on March 14, 2022. Please note that when a motorist contacts NHTSA, their complaint does not automatically open a formal investigation by our agency. The information from your report was entered into our complaint database and reviewed by our staff to determine if a safety defect trend exists that may require our attention. NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. Also, contacts initiated by our agency to obtain additional information do not automatically open a formal investigation.

ODI has received reports similar to your problem. On September 19, 2019, ODI opened an investigation, Preliminary Evaluation (PE) 19-014, to further analyze inadvertent deployment of the active headrest in Stellantis (formerly Fiat Chrysler Automobiles) vehicles. To date, our investigation continues, and no determinations have been reached. We entered your information into our database. It will be included with other reports for our investigation. You can learn more about NHTSA's investigation and recall process on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We encourage you to monitor our website at www.nhtsa.gov for future updates to our investigation.

Your request for assistance obtaining a free repair does not fall under our jurisdiction. We encourage you to continue to work with Stellantis and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Stellantis district manager regarding your problem. You could consider contacting your local Consumer Protection Agency or the Virginia Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and

investigates unfair, deceptive or fraudulent practices in the marketplace. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

Additionally, while researching your problem we identified an unrepaired recall (NHTSA Safety Recall Campaign No. 14V-234, report enclosed) that is applicable to your vehicle. The rear quarter vent window switch may overheat if exposed to liquid moisture. The repair for this recall involves replacement of the rear quarter vent window switch. We encourage you to contact your dealer and schedule an appointment to have your vehicle repaired as soon as possible.

We encourage you to check your vehicle for open recalls at least twice per year using our online VIN check tool at www.nhtsa.gov/recalls. If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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

Enclosure

Recalls Results by VIN - Vehicle Identification Number

Print 

VIN: 2C4RDGCG4DR 

Year: 2013 Make: DODGE Model: GRAND CARAVAN

Number of Open Recalls: 1

NHTSA Recall Number: [14V-234](#)

Recall Date: May 6, 2014

Manufacturer Recall Number: P25

SUMMARY:

THE REAR QUARTER VENT WINDOW SWITCH ON YOUR VEHICLE MAY OVERHEAT IF EXPOSED TO LIQUID MOISTURE.

SAFETY RISK:

AN OVERHEATED REAR QUARTER VENT WINDOW SWITCH MAY CAUSE A BURNING ODOR, SMOKE, OR A DRIVERS DOOR FIRE WITHOUT WARNING.

REMEDY:

THE REAR QUARTER VENT WINDOW SWITCH MUST BE REPLACED ON ALL INVOLVED VEHICLES.

RECALL STATUS: **Recall INCOMPLETE**

MANUFACTURER NOTES:

For more information, visit recalls.mopar.com or call 1-800-853-1403. Please have your VIN ready when calling.

[Find a Dealer Near You](#)



If the manufacturer has failed or is unable to remedy this safety recall for your vehicle in a timely manner, please contact the NHTSA Vehicle Safety Hotline at: 1-888-327-4236 or TTY: 1-800-424-9153 or file an [online complaint with NHTSA](#).

THIS RECALL DATA LAST REFRESHED: Apr 4, 2022

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 & Recalls](#) 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: 

Please select the brand of this vehicle:

☐ Chrysler