

From: [4ME](#)
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CED](#)
Subject: ODI-11509811
Date: Monday, March 13, 2023 12:48:40 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

From: [REDACTED]
Sent: Wednesday, March 8, 2023 9:29 AM
To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: REFERENCE 11509811

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please add to my complaint.

regards

[REDACTED]

IMPORTANT SAFETY RECALL

R03 / NHTSA 14V-373

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

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.