



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 16, 2013

Ms. Kristin Kolodge
Senior Manager, Product Investigations & Campaigns
Chrysler Group LLC
800 Chrysler Drive CIMS-482-00-91
Auburn Hills, MI 48326-2757

NVS-215KS
13V-291

Subject: Airbag Deployment Software/FMVSS 208, 214

Dear Ms. Kolodge:

This letter serves to acknowledge Chrysler Group LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

CHRYSLER/TOWN AND COUNTRY/2013
DODGE/GRAND CARAVAN/2013

Mfr's Report Date: July 2, 2013

NHTSA Campaign Number: 13V-291

Components:

AIR BAGS

Potential Number of Units Affected: 184

Problem Description:

Chrysler is recalling certain model year 2013 Town & Country and Dodge Grand Caravan vehicles manufactured June 11, 2013, through June 12, 2013. The occupant restraint control module (ORC) has incorrect software installed which may adversely affect airbag deployments in collisions. Thus, these vehicles fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 208, "Occupant Crash Protection" and No. 214, "Side Impact Protection."

Consequence:

An airbag that does not deploy, or deploys improperly, may increase the risk of injury.

Remedy:

Chrysler will notify owners, and dealers will replace the ORC module, free of charge. The recall is expected to begin in August 2013. Owners may contact Chrysler at 1-800-247-9753. Chrysler's recall campaign number is N48.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler who may be reached by phone at (202) 366-5227, or by email at kelly.schuler@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name being more prominent.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement