



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 27, 2014

Mr. Philip Hartnagel  
Product Investigation and Compliance  
Chrysler Group LLC  
800 Chrysler Drive  
CIMS-482-00-91  
Auburn Hills, MI 48326-2757

NVS-215SM  
14V-373

**Subject:** Ignition Switch may Turn Off

Dear Mr. Hartnagel:

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/2008-2010  
DODGE/GRAND CARAVAN/2008-2010  
DODGE/JOURNEY/2009-2010

**Mfr's Report Date:** June 25, 2014

**NHTSA Campaign Number:** 14V-373

**Components:**

ELECTRICAL SYSTEM:IGNITION:SWITCH

**Potential Number of Units Affected:** 438,109

**Problem Description:**

This defect can affect the safe operation of the airbag system. Until this recall is performed, customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring. Chrysler Group LLC (Chrysler) is recalling certain model year 2009-2010 Dodge Journey vehicles manufactured June 29, 2007, to June 17, 2010, and 2008-2010 Dodge Grand Caravan and Chrysler Town and Country vehicles manufactured January 26, 2007, to June 17, 2010. Road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the engine.

**Consequence:**

If the key is not in the run position, the air bags may not deploy if the vehicle is involved in a crash, increasing the risk of injury. Additionally, a key knocked out of the run position will cause loss of engine power, power steering, and power braking, increasing the risk of a vehicle crash.

**Remedy:**

Chrysler will notify owners, and dealers will modify the ignition switch, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is L25. Note: This is an expansion of recall 11V-139.



**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](http://www.safercar.gov).

This recall was the subject of a recall query, RQ14-002, conducted by the Office of Defects Investigation.

Please be reminded of the following requirements:

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).

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

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 Sarah McShane who may be reached by phone at 202-366-7401, or by email at [sarah.mcshane@dot.gov](mailto:sarah.mcshane@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



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