



05/06/2014

New Safety Recall Advanced Communication – P25050614

Chrysler Group LLC (Chrysler) announced a safety recall on certain 2010 through 2014 model year (RT) Dodge Grand Caravan and Chrysler Town & Country vehicles.

Some Dodge Grand Caravan and Chrysler Town & Country vehicles have a rear quarter vent window switch, located in the driver's door panel, which may overheat if exposed to liquid moisture. An overheated rear quarter vent window switch may cause a burning odor, smoke, or a driver's door fire without warning.

Due to the large volume of rear quarter vent window switches required to support this recall, an interim repair Rapid Response Transmittal (RRT) will be issued to disconnect the rear quarter vent window switch on vehicles in situations where the customer has safety concerns.

The interim repair RRT does not relieve the safety recall. When rear quarter vent window switches become available all vehicles must have the switch replaced, even if the RRT has been performed.

Chrysler will conduct a voluntary safety recall on all involved vehicles to replace the rear quarter vent window switch on all involved vehicles when rear quarter vent window switches become available. A rear quarter vent window switch availability date has not been established at this time.

Dealers will be notified of the launch of this safety recall by way of established methods used in the past.

We ask that you please take the time to ensure that your personnel are aware of this communication and are prepared to execute a customer friendly process for inquiries on involved vehicles.

Customer Services Field Operations
Chrysler Group LLC