



11/20/2014

Safety Recall Technical Advisory (P36)

Chrysler Group LLC (Chrysler) released **Safety Recall P36 – Sun Visor Wiring** in August of 2014. This recall involves 2011 through 2014 model year (WD) Dodge Durango and (WK) Jeep Grand Cherokee vehicles.

This is a large recall with over 651,000 involved vehicles registered in the United States. To date over 135,000 successful repairs have been made by our dealership technicians. That is approximately 21% of the involved vehicles.

There may have been some confusion on how to route the sun visor wires by a very small group of dealership technicians. It is very important to follow the Dealer Service Instruction provided for this recall.

Page 10 of the recall shows the two different wire length configurations that a technician may encounter during the repair. It is very important to determine if the vehicle has the short sun visor wiring (2 ¾ in.) or the long sun visor wiring (4 ¾ in.) and to route the sun visor wiring as shown in the service instructions (see Figure 13 and 14 of the recall and/or attached photos).

All service managers are being asked to review the recall repair procedure and sun visor wire routing with all their technicians at the next dealership technician meeting.

Attached to this email is a copy of Safety Recall P36 for your convenience.

Thank You
Customer Services Field Operations
Chrysler Group LLC

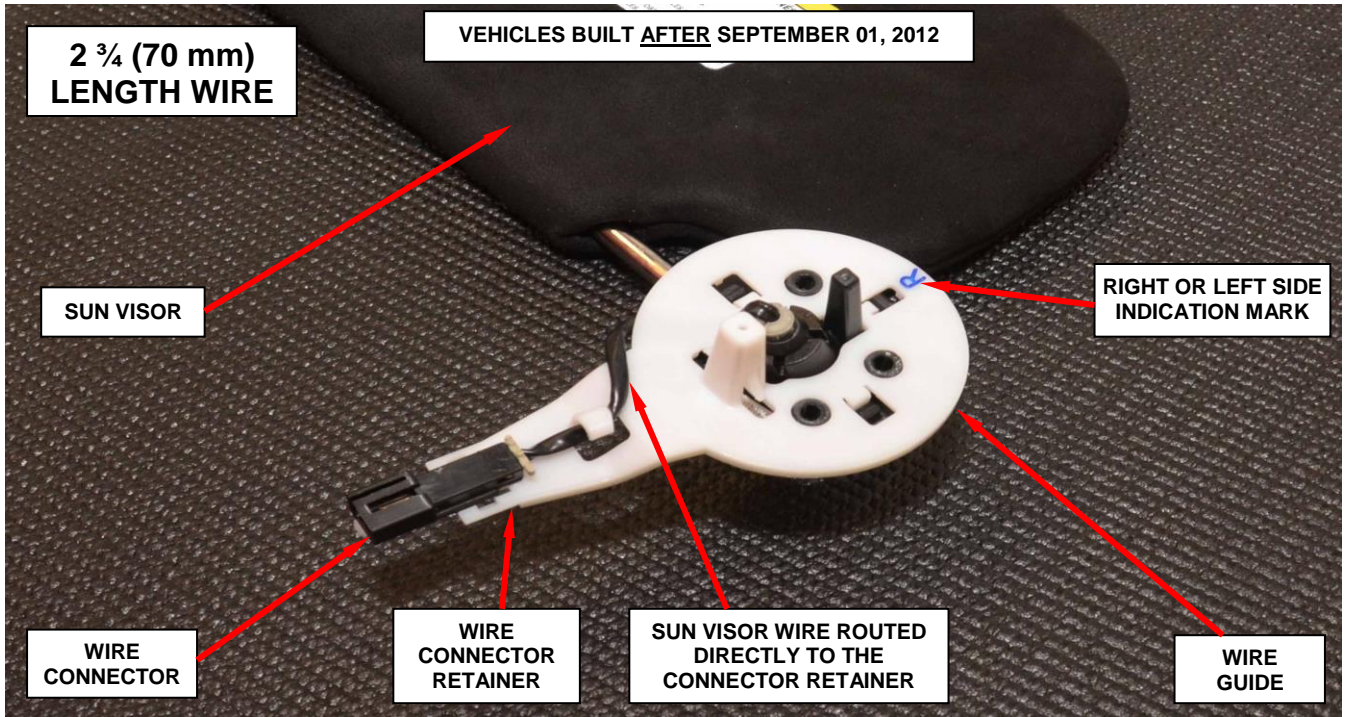


Figure 13 - Sun Visor Wire Routing (2 ¾ Inch / 70 mm Length Wire)
(Parts removed from vehicle for photographic purposes only)

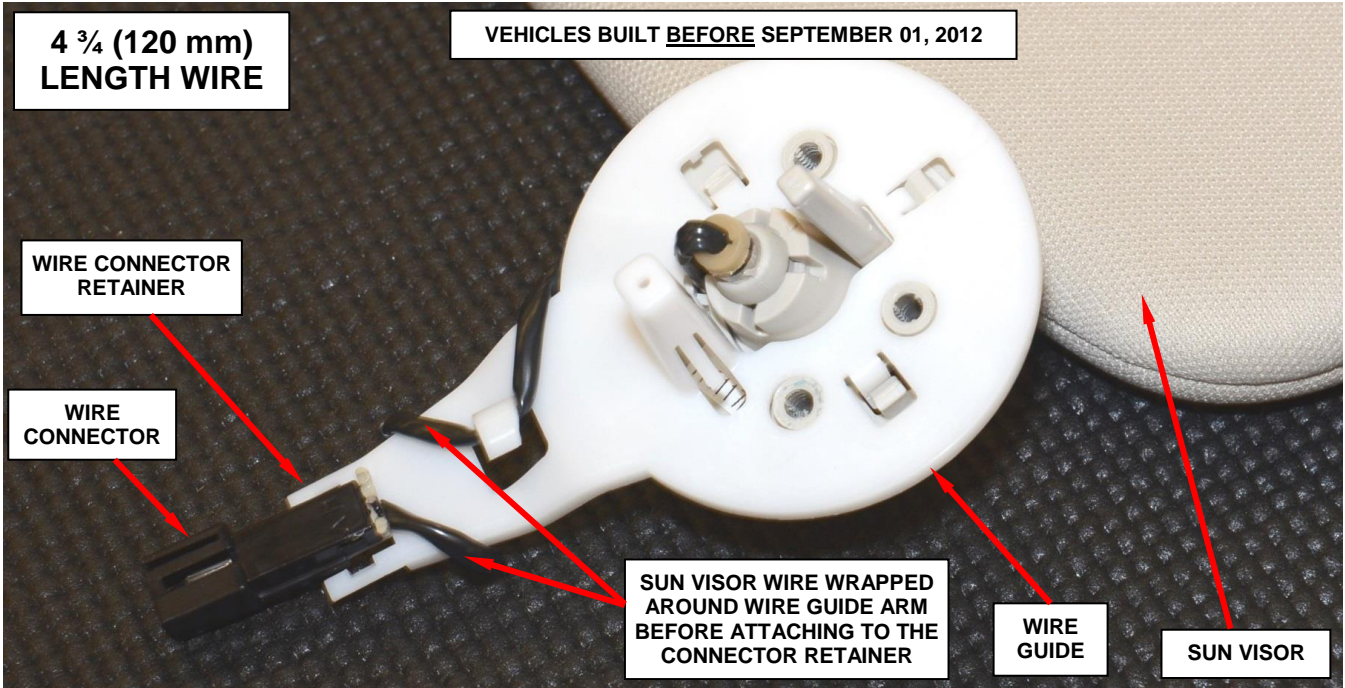


Figure 14 – Sun Visor Wire Routing (4 ¾ Inch / 120 mm Length Wire)
(Parts removed from vehicle for photographic purposes only)