



December 2014

Dealer Service Instructions for:

# **Safety Recall P25 / NHTSA 14V-234**

## **Rear Quarter Vent Window Switch**

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### **Models**

**2010 - 2014 (RT) Dodge Grand Caravan and Chrysler Town & Country**

*NOTE: This recall applies only to the above vehicles equipped with rear quarter vent windows (sales code JKG) and left hand drive (sales code 5I8) built through October 31, 2014 (MDH 103122).*

**IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery.** Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### **Subject**

The rear quarter vent window switch on about 844,000 of the above vehicles 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.

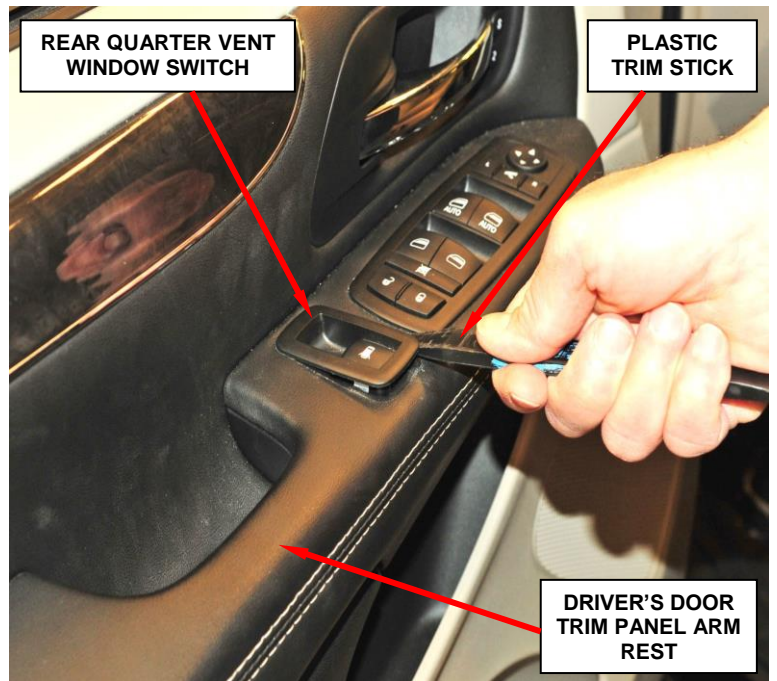
### **Repair**

The rear quarter vent window switch must be replaced on all involved vehicles.



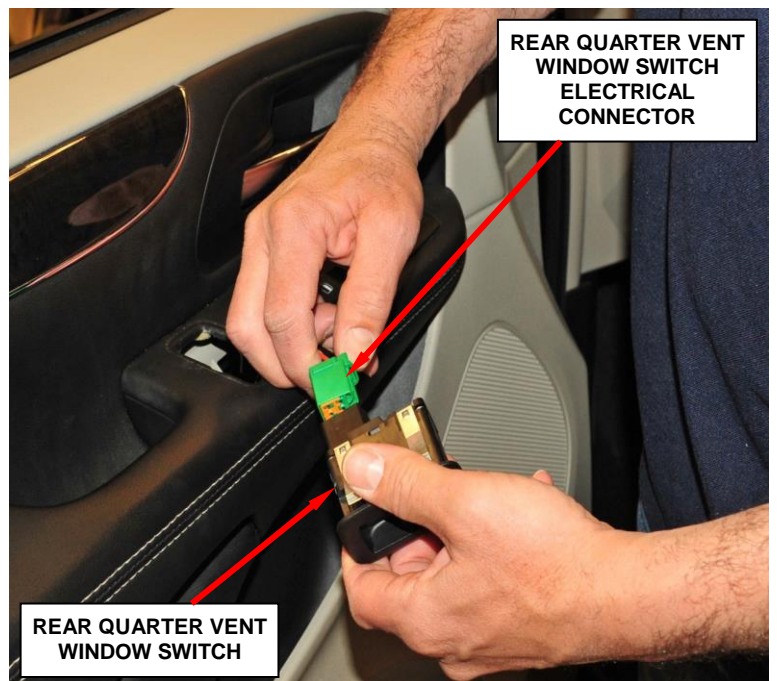
**Service Procedure**

1. Disconnect and isolate the negative battery cable.
2. Using a plastic trim stick, gently remove the rear quarter vent window switch from the driver's door trim panel (Figure 1).



**Figure 1 – Rear Quarter Vent Window Switch**

3. Disconnect the electrical connector from the rear quarter vent window switch and discard the original switch (Figure 2).



**Figure 2 – Rear Quarter Vent Window Switch Removal**

**Service Procedure (Continued)**

4. Inspect the rear quarter vent window switch wiring connector:
  - If the rear quarter vent window switch electrical connector **is not melted or damaged**, continue with Step 6 of this procedure.
  - If the rear quarter vent window switch electrical connector **is melted or damaged**, continue with Step 5 of this procedure.
  
5. Use the following procedure to replace a damaged rear quarter vent window switch electrical connector:

**NOTE: Splice one wire at a time to the new connector to ensure that the correct wire is spliced to the correct cavity location on the new connector.**

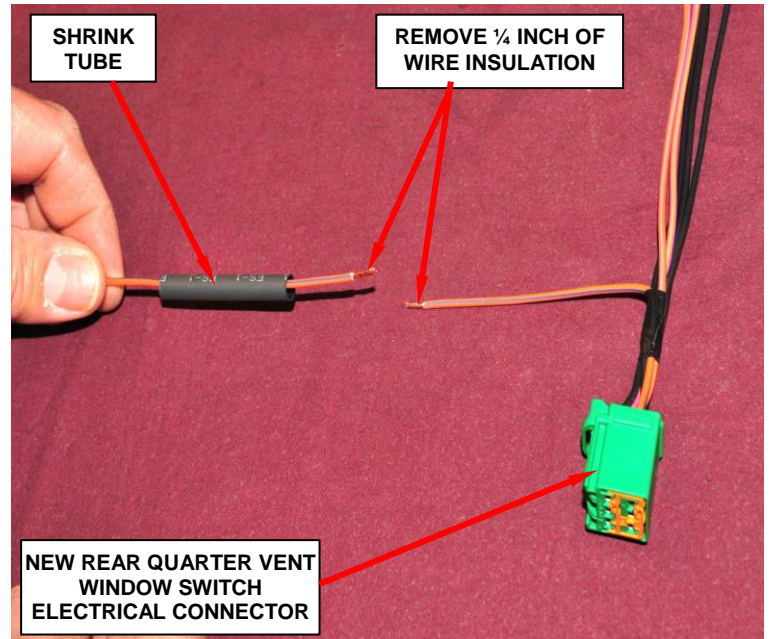
- a. Cut each wire at the original connector (Figure 3).



**Figure 3 – Cut Off Damaged Connector**

**Service Procedure (Continued)**

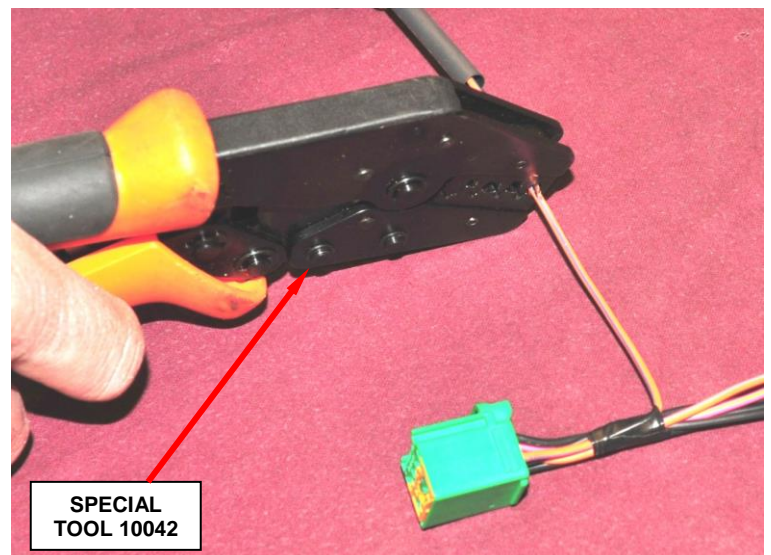
- b. Strip ¼ inch of wire insulation from the end of both wires (Figure 4).



**Figure 4 – Remove Insulation from Wire Ends**

- c. Install a piece of shrink tube over the wire (Figure 4).

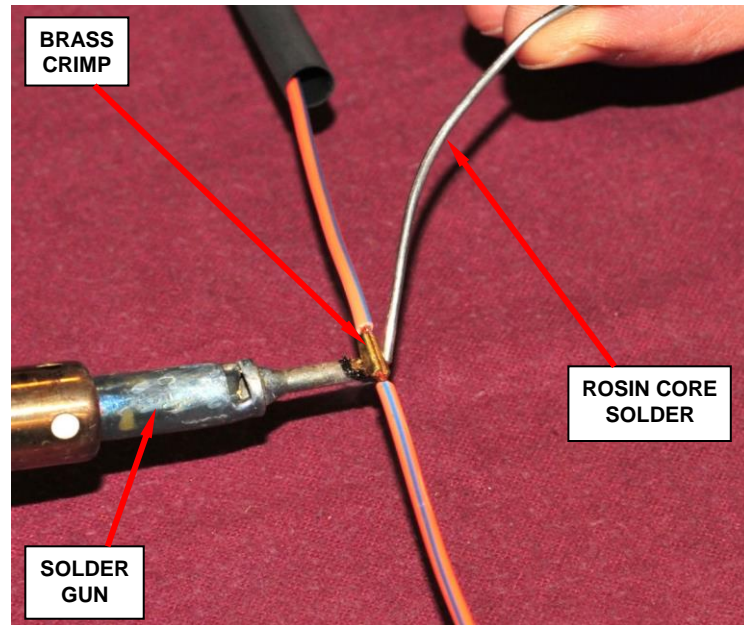
- d. Using special tool 10042, install a brass crimp to connect the two wires together (Figure 5).



**Figure 5 – Crimp Wires Together**

**Service Procedure (Continued)**

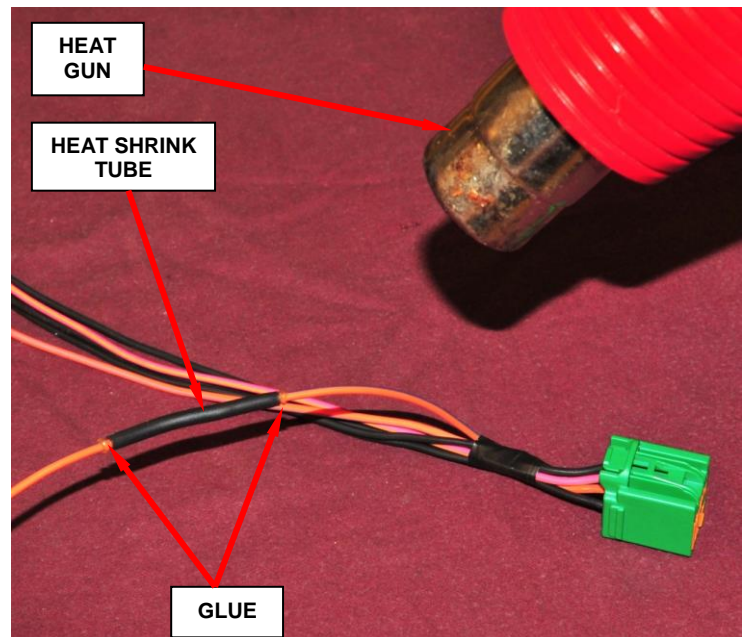
- e. Using rosin core solder, apply solder to the crimp joint (Figure 6).
- f. Slide the heat shrink tube over the crimp connection.
- g. Using a heat gun, heat the shrink tube until the tube fits the wire snugly and glue flows from each end of the shrink tube (Figure 7).



**Figure 6 – Solder Brass Crimp and Wires Together**

**CAUTION:** Use extreme care not to damage the door panel when heating the shrink tube. Place a protective barrier between the door panel and the shrink tube to prevent door panel damage.

- h. Repeat Steps 5a. through 5h. until all wires from the new connector are spliced together with the vehicle wire harness,
- i. Continue with Step 6 of this procedure.



**Figure 7 – Apply Heat to Shrink Tube**

**Service Procedure (Continued)**

- 6. Connect the new rear quarter vent window switch to the rear quarter vent window switch electrical connector.
- 7. Place the rear quarter vent window switch into position on the driver’s door trim panel and press it firmly into place (Figure 8).
- 8. Connect the negative battery cable and return the vehicle to the customer.



**Figure 8 – Install New Rear Quarter Vent Window Switch**

**Completion Reporting and Reimbursement**

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

|  | <b>Labor Operation<br/>Number</b> | <b>Time<br/>Allowance</b> |
|--|-----------------------------------|---------------------------|
| Replace rear quarter vent window switch                          | 08-P2-51-82                       | 0.2 hours                 |
| Replace rear quarter vent window switch and electrical connector | 08-P2-51-83                       | 0.4 hours                 |

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

**Dealer Notification**

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

**Owner Notification and Service Scheduling**

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**Vehicle Lists, Global Recall System, VIP and Dealer Follow Up**

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*



**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
Chrysler Group LLC