



Revised January 2016

Dealer Service Instructions for:

# **Safety Recall P36 / NHTSA 14V-391**

## **Sun Visor Wiring**

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**NOTE: The parts information section has been revised.**

### **Models**

2011 – 2014 (WD) Dodge Durango

(WK) Jeep® Grand Cherokee

*NOTE: This recall applies only to the above vehicles equipped with a sun visor vanity light (sales code GNC) built through December 11, 2013 (MDH 121119).*

**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 sun visor vanity lamp wiring on about 651,000 of the above vehicles may experience a high resistance short after a service repair to the sun visor, headliner or while gaining access above the headliner. This may result in an inoperative vanity lamp and an increased risk of fire.



**Service Procedure**

**CAUTION:** Wash your hands thoroughly before performing this service procedure to avoid staining the headliner.

**NOTE:** Four tape patches are required for vehicles without a sunroof / five tape patches per vehicle equipped with a sunroof

1. **If equipped**, open sunroof shade.
2. Move both front seats to the full rear position.
3. Remove and save the right and left side front door opening sill plates.
4. Remove and save the right and left side front door weather seals (Figure 1).
5. Disconnect the negative battery cable located under the passenger seat (Figure 2).

**CAUTION:** After disconnecting the negative battery cable, wait two minutes before continuing with this service procedure.



**Figure 1 – Door Opening Weather Seal**



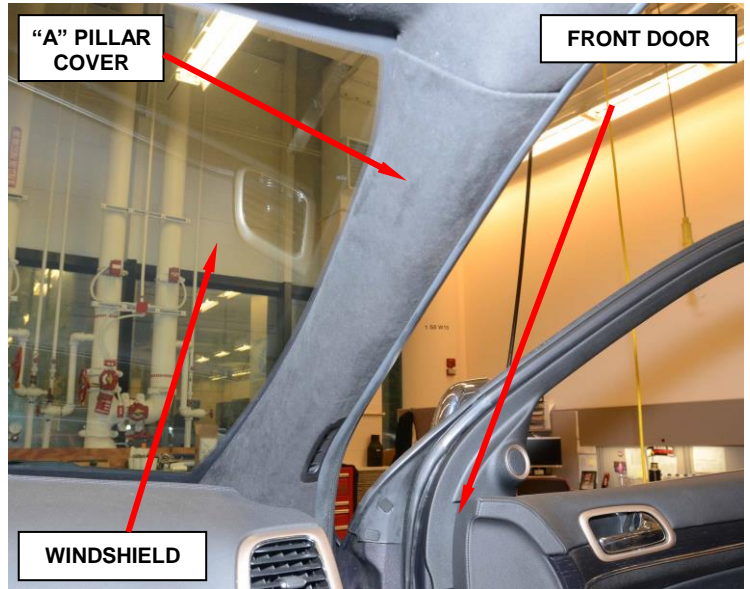
**Figure 2 – Battery Location**

**Service Procedure (Continued)**

- Remove and save the right and left side “A” pillar covers (Figure 3).

**CAUTION: Use extreme care when disconnecting the “A” pillar cover tether.**

- Remove and save the right and left side front overhead grab handles (Figure 4).
- Temporarily connect the negative battery cable to the battery.



**Figure 3 – “A” Pillar Cover (right side shown)**

- Move both front seats to the full forward position.
- Disconnect the negative battery cable.

**CAUTION: After disconnecting the negative battery cable, wait two minutes before continuing with this service procedure.**

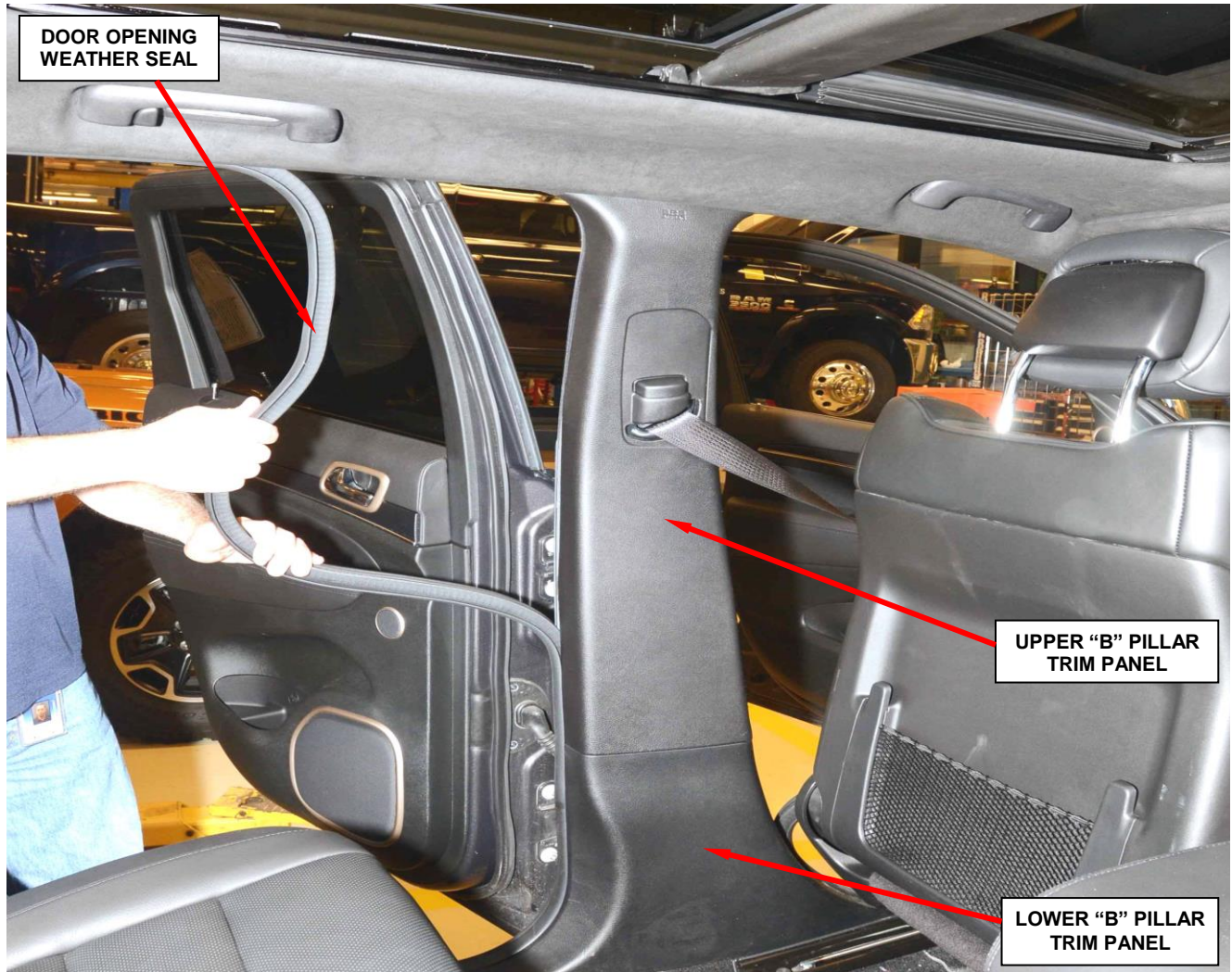
- Remove and save the right and left side rear door opening sill plates.



**Figure 4 – Front Overhead Grab Handle**

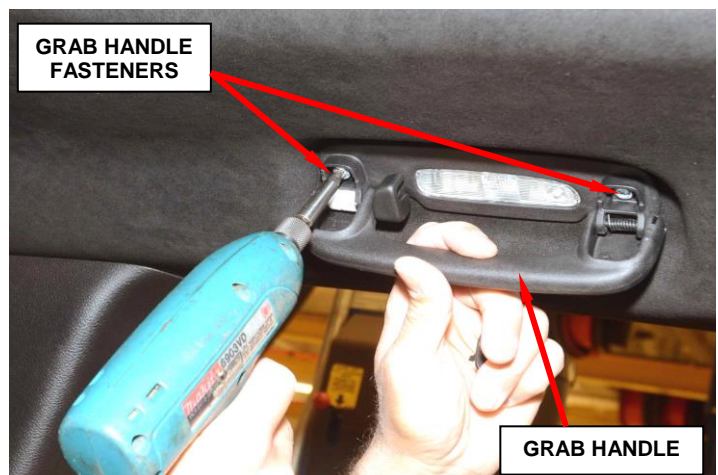


**Service Procedure (Continued)**



**Figure 5 – Rear Door Weather Seal and “B” Pillar Panels**

12. Remove and save the right and left side rear door weather seals (Figure 5).
13. Remove and save the right and left side upper and lower “B” pillar trim panels (Figure 5).
14. Remove and save the right and left side rear overhead grab handles (Figure 6).



**Figure 6 – Rear Overhead Grab Handle**

**Service Procedure (Continued)**



**Figure 7 – Headliner Stiffener Tubes (Dual Pane Sunroof Only)**

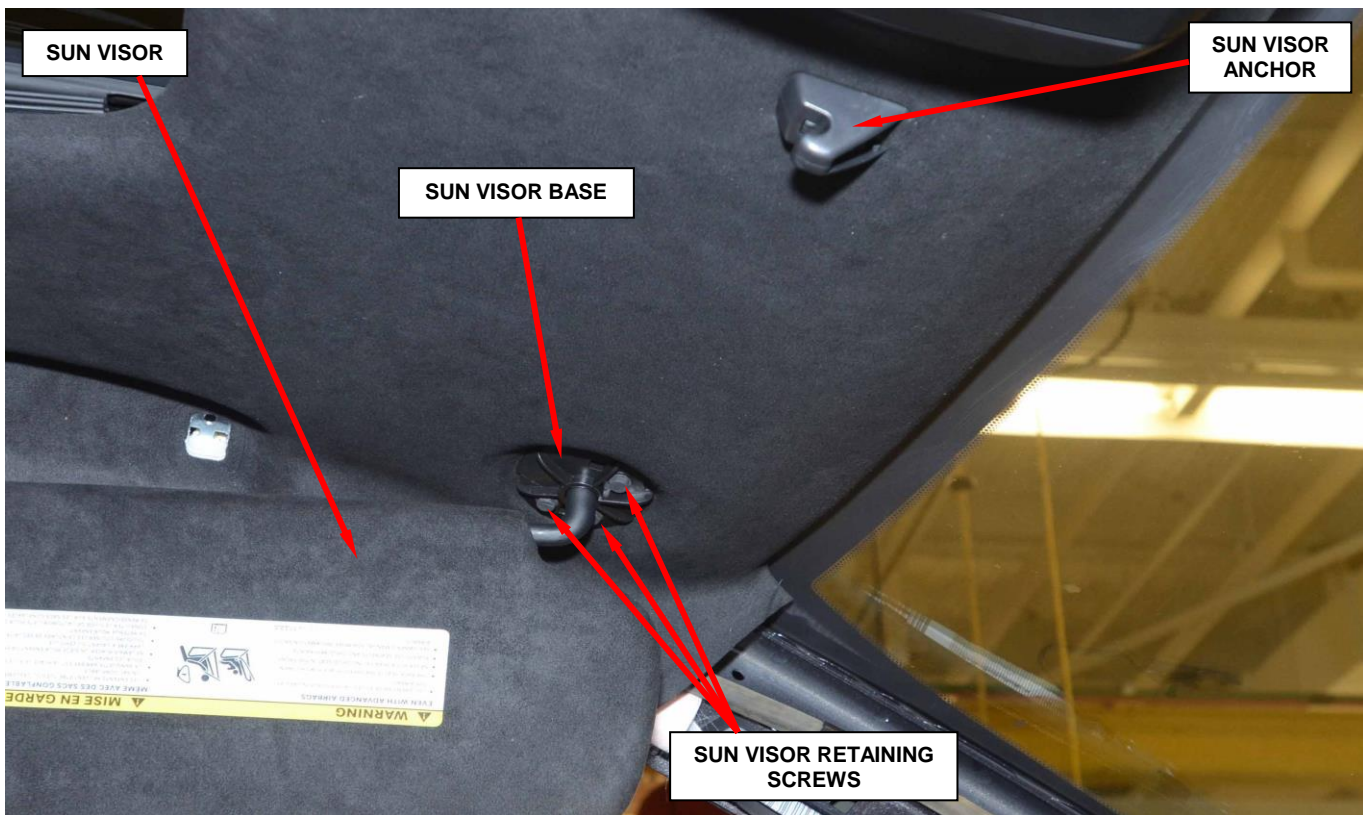
15. Temporarily connect the negative battery cable to the battery.
16. Move the seats to the full rear position.
17. Disconnect the negative battery cable.

**CAUTION:** After disconnecting the negative battery cable, wait two minutes before continuing with this service procedure.

18. **For vehicles equipped with a dual pane sunroof**, install right and left side headliner opening supports (Special Tool 2021400230) (Figure 7).



**Service Procedure (Continued)**



**Figure 8 – Sun Visor Retaining Screws and Anchor**

19. Remove and save the right and left side sun visor screw covers (Figure 8).
20. Remove and save the three retaining screws holding the right and left side sun visors (Figure 8).
21. Remove and save the right and left side sun visor anchors (Figure 8).
22. Remove and save the front overhead console as an assembly (Figure 9).
23. **For vehicles equipped with rear overhead DVD console,** remove and save the rear overhead DVD console.



**Figure 9 – Front Overhead Console**

**Service Procedure (Continued)**

24. Remove and save the headliner retaining screw (Figure 10).
25. Carefully lower the front of the headliner to gain access to the right and left side sun visor wiring.

**CAUTION:** Carefully lower the headliner just enough to gain access to the sun visor wiring. Do not lower the headliner any more than necessary to prevent kinking the headliner.



**Figure 10 – Headliner Retaining Screw**

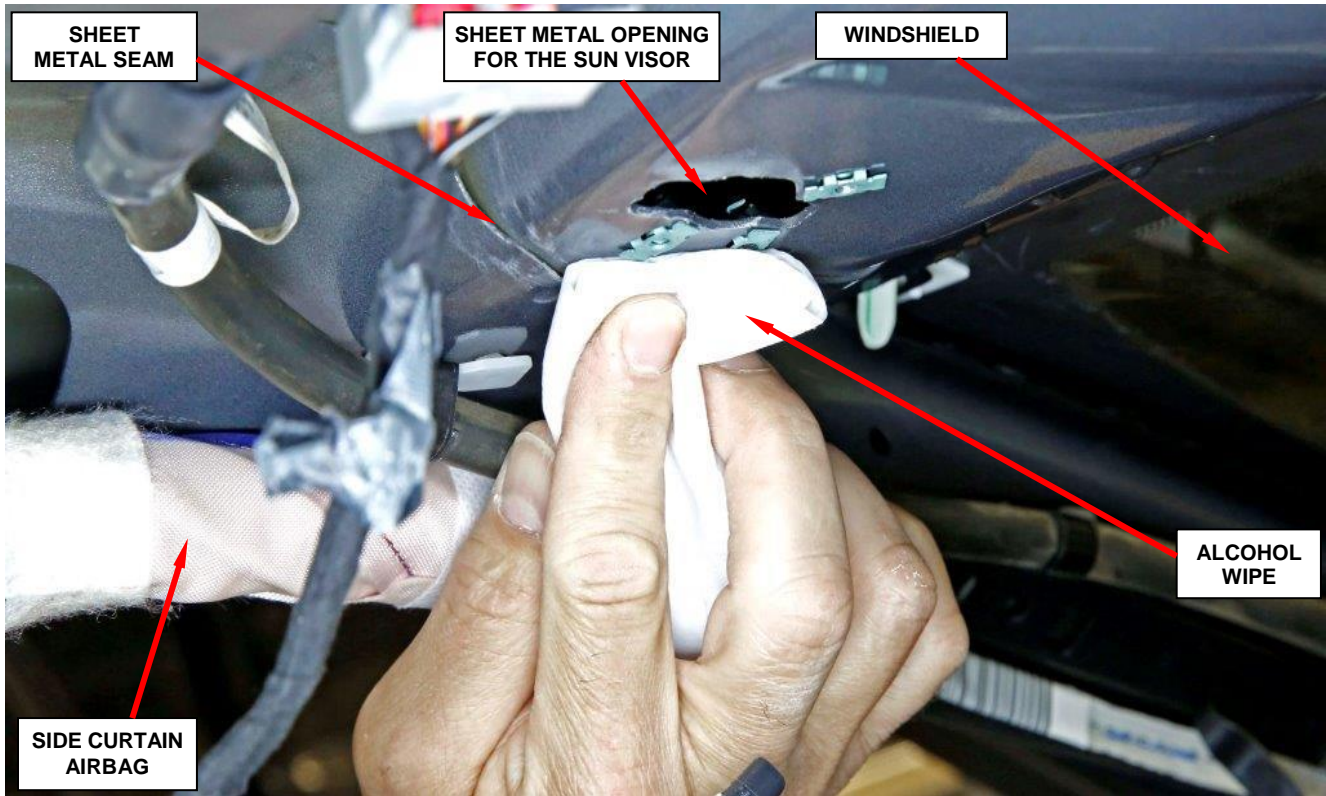
26. Inspect the right and left side sun visor wiring for broken or bare wires. Repair wires if required.
27. Using 320 grit emery cloth, dull the edge of the sheet metal seam on the right and left upper “A” pillar (Figure 11).



**Figure 11 – Dull Sheet Metal Seam Edge (right side shown)**



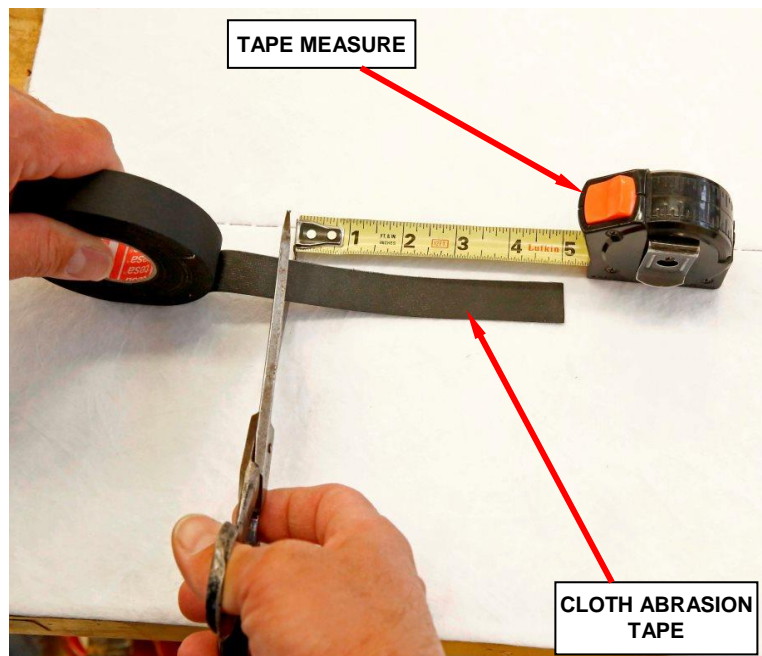
**Service Procedure (Continued)**



**Figure 12 – Clean Seams with Alcohol Wipe**

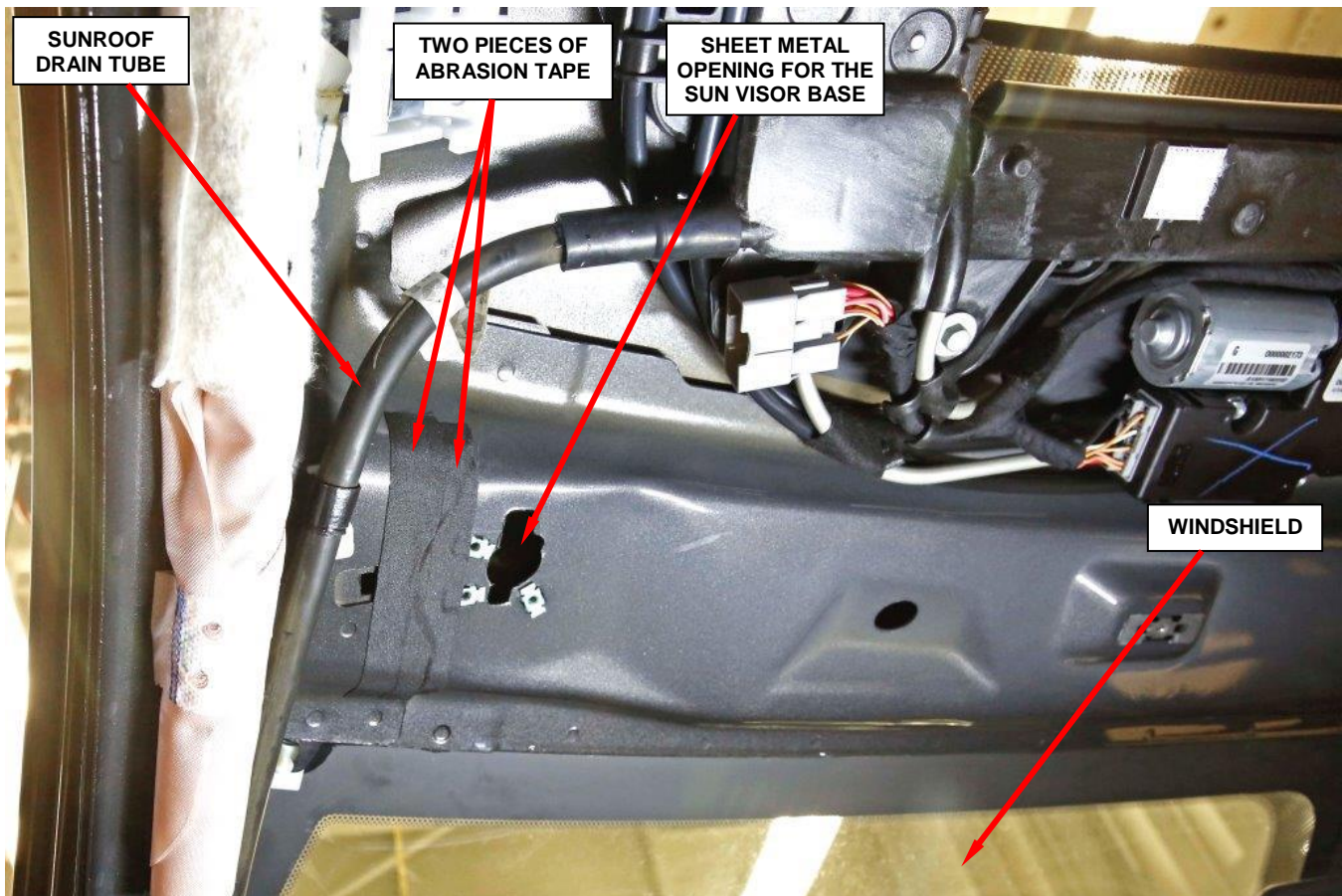
28. Clean the sheet metal edge with an alcohol wipe to remove dust and debris (Figure 12).

29. Cut two pieces of cloth abrasion tape 5 inches (125 mm) long (Figure 13).



**Figure 13 – Cut Two Piece of Cloth Abrasion Tape**

**Service Procedure (Continued)**

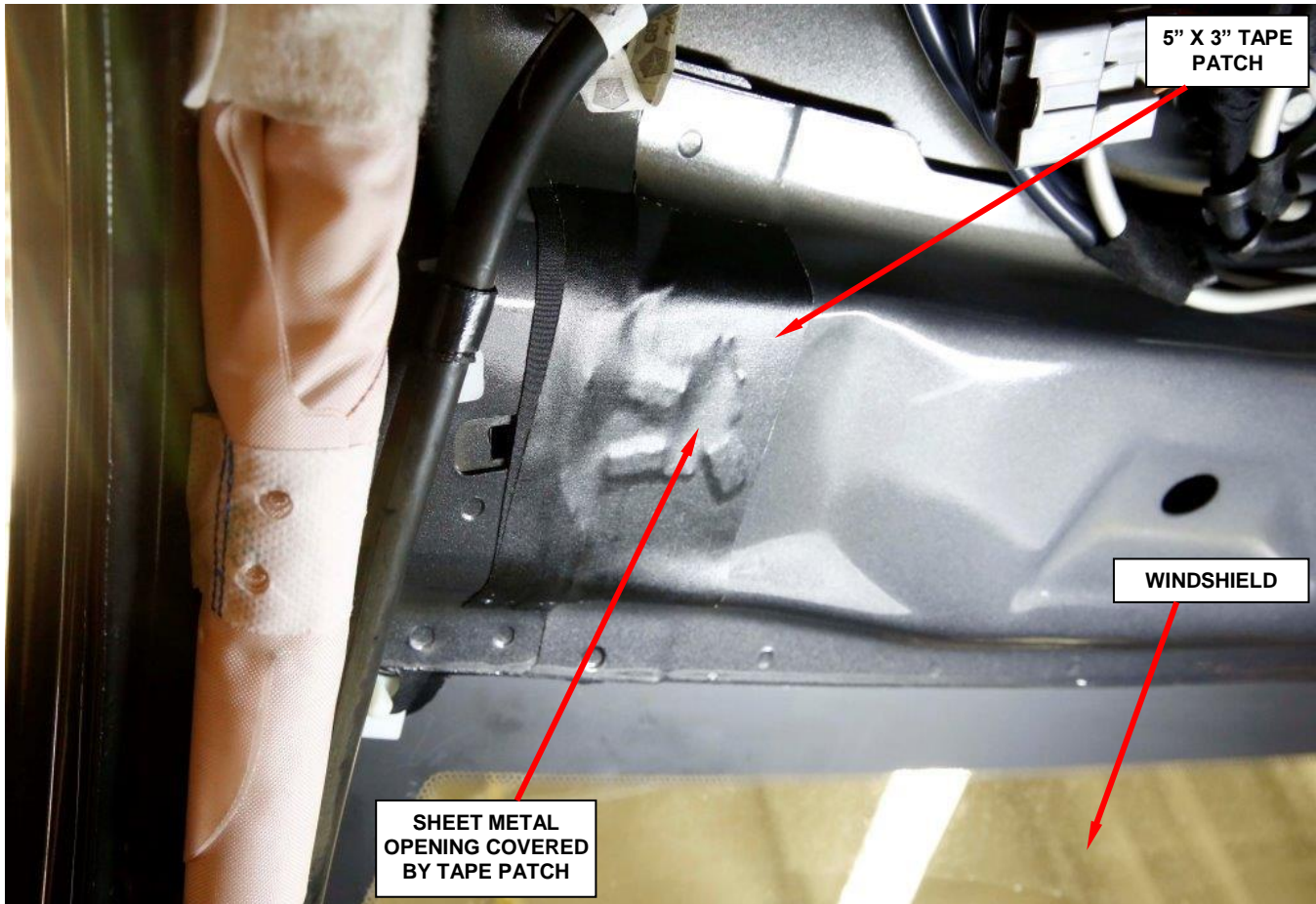


**Figure 14 – Apply the Two 5 Inch Strips of Tape Over Sheet Metal Seam**

30. Apply the two pieces of cloth abrasion tape over the sheet metal seam located at the top of the “A” pillar (Figure 14).



**Service Procedure (Continued)**

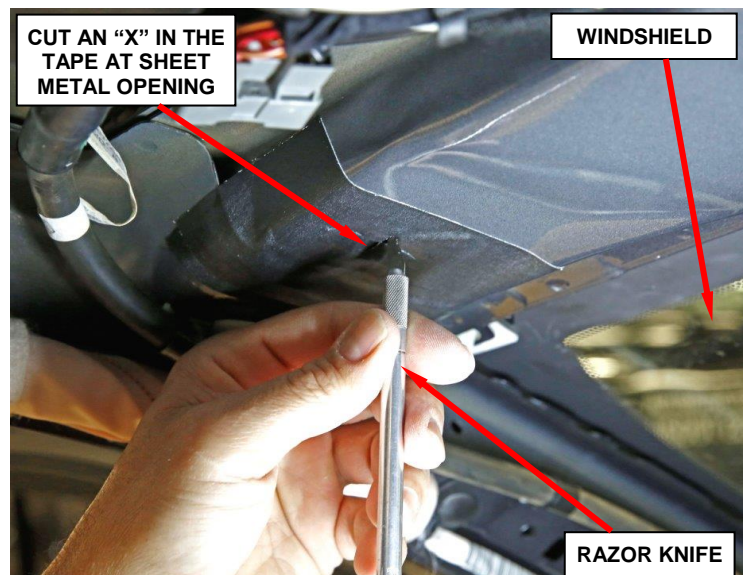


**Figure 15 – Apply 5”x 3” Tape Patch over the Abrasion Tape**

31. Apply one piece of (5”x 3”) tape patch over the tape applied in Step 30 (Figure 15).

32. Using a razor knife, cut an “X” in the tape where it spans the sheet metal opening for the sun visor base (Figure 16).

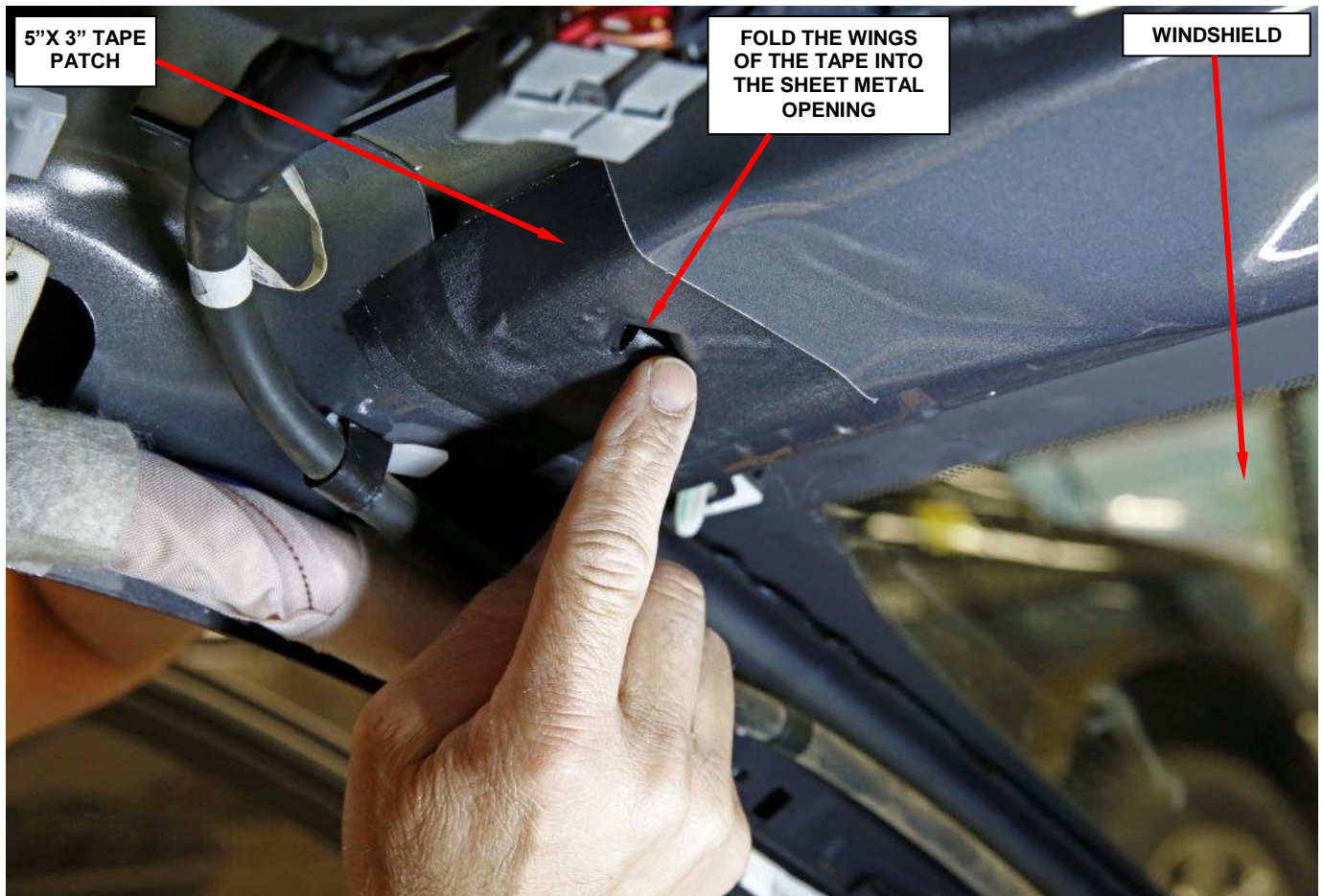
**WARNING:** Use extreme care when using a razor knife to prevent personal injury.



**Figure 16 – Cut an “X” in the Tape**



**Service Procedure (Continued)**

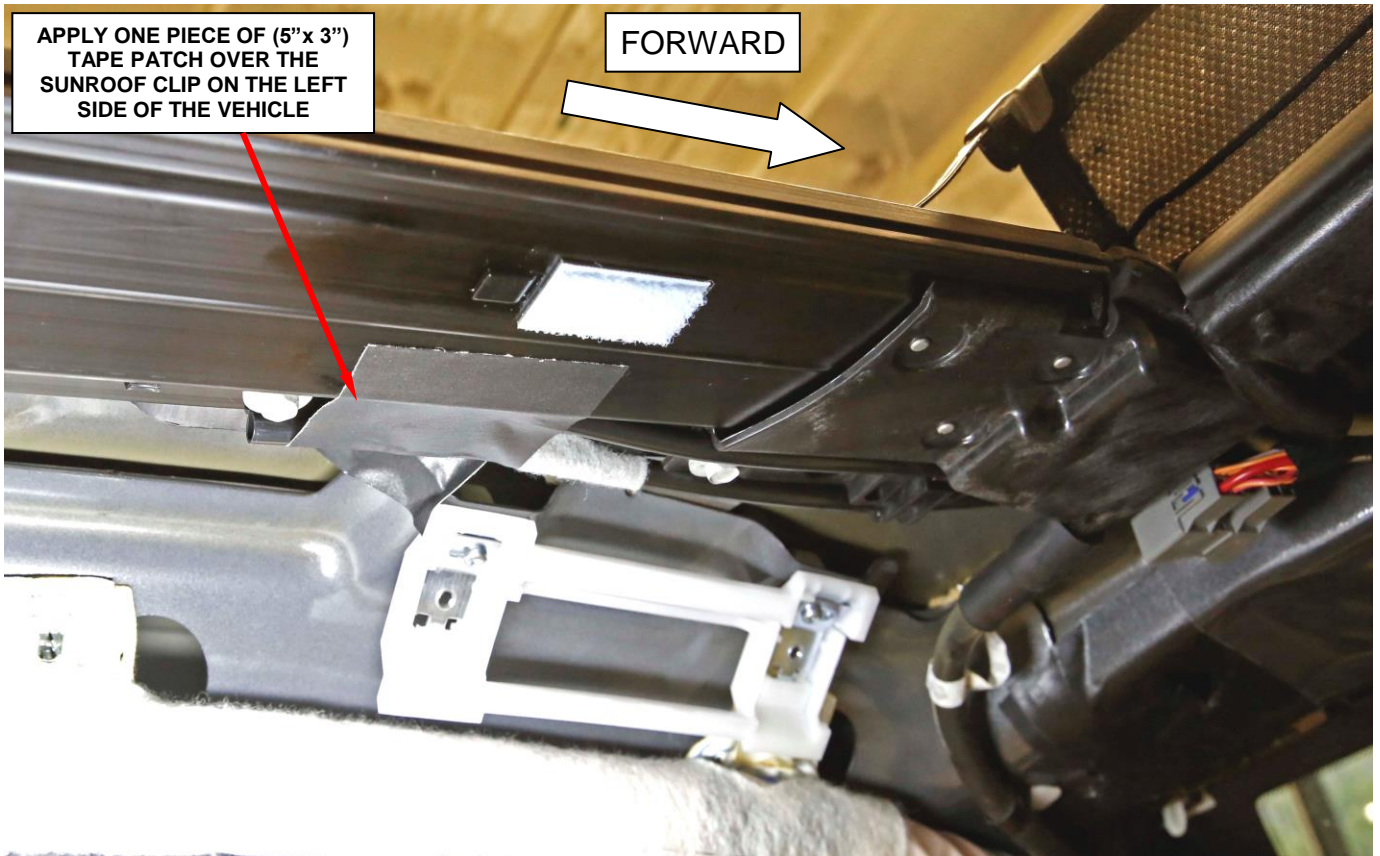


**Figure 17 – Fold Tape Wings into the Hole**

33. Fold the wings of the tape into the sheet metal opening (Figure 17).

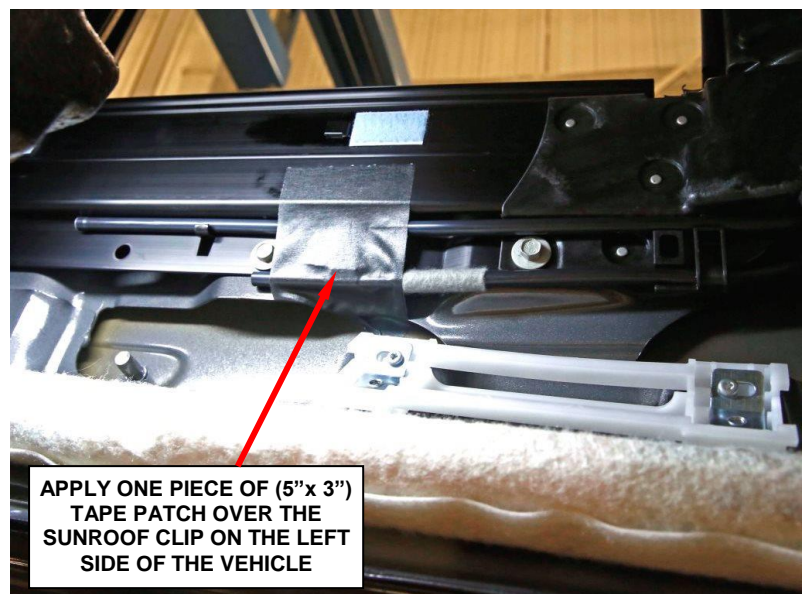
34. Repeat Steps 28 through 33 on the other “A” pillar.

**Service Procedure (Continued)**



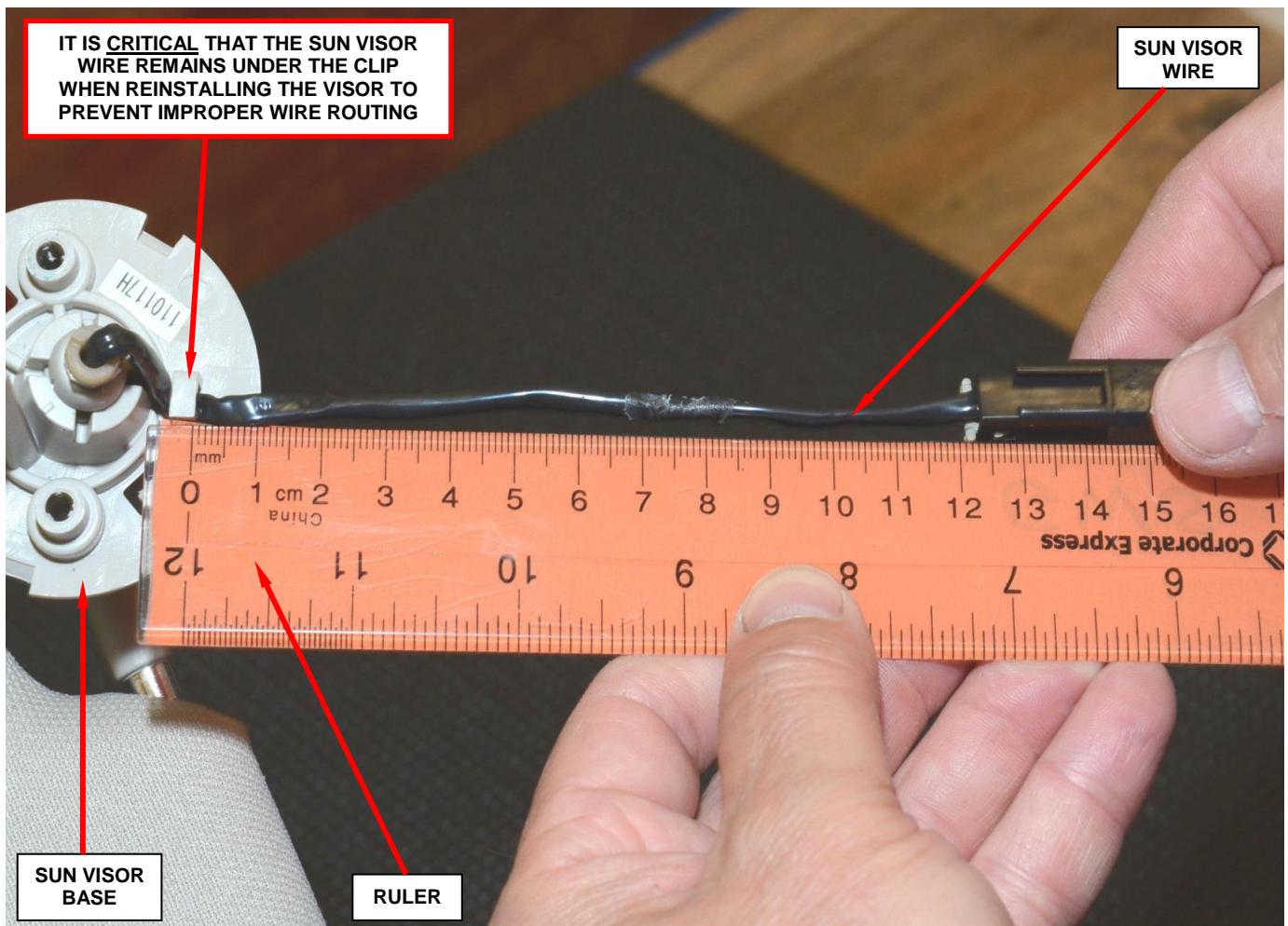
**Figure 18 – Apply Tape Patch Over Sunroof Drain Clip (left side only)**

35. **For vehicles equipped with a sunroof**, apply one piece of (5" x 3") tape patch over the sunroof clip on the left side of the vehicle (Figure 18 and 19).



**Figure 19 - Apply Tape Patch Over Sunroof Drain Clip**



**Service Procedure (Continued)****Figure 20 – Measure Wire Length**

36. Remove and discard the original right and left side sun visor wire guides.
37. Measure the length of the sun visor wire to determine the correct wire routing (Figure 20).

**NOTE:** The majority of the vehicles built before September 01, 2012 will have a 4 <sup>3</sup>/<sub>4</sub> inch (120 mm) long sun visor wire. The majority of the vehicles built after September 01, 2012 will have a 2 <sup>3</sup>/<sub>4</sub> inch (70 mm) long sun visor wire.

**CAUTION:** It is critical that the sun visor wire remains under the clip shown in Figure 20 when reinstalling the visor to prevent improper wire routing.



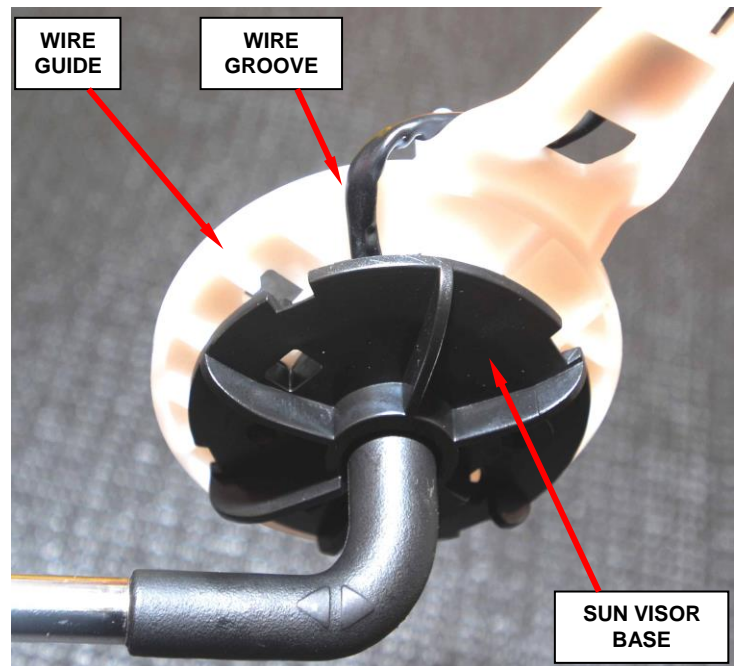
**Service Procedure (Continued)**

38. Install the new right and left side sun visor wire guides onto the back side of the headliner.

**NOTE:** The plastic wire guides are marked “R” for the right side and “L” for the left side (Figure 21).

39. Snap the right and left side sun visors into place on the headliner.

**CAUTION:** Be sure to route the sun visor wire in the wire groove on the plastic wire guide (Figure 21).



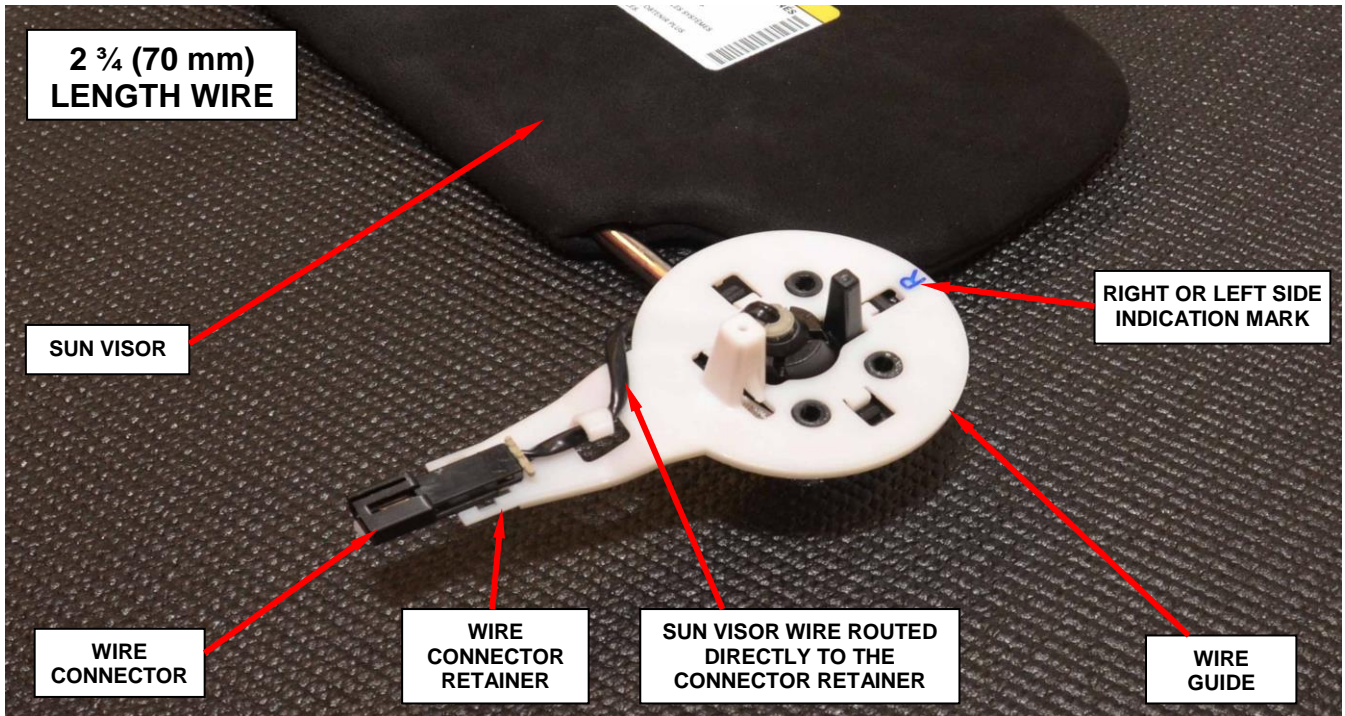
**Figure 21 – Sun Visor Wire Routing**  
(Parts removed from vehicle for photographic purposes only)

**CAUTION:** It is critical that the sun visor wire remains under the clip shown in Figure 20 when reinstalling the visor to prevent improper wire routing.

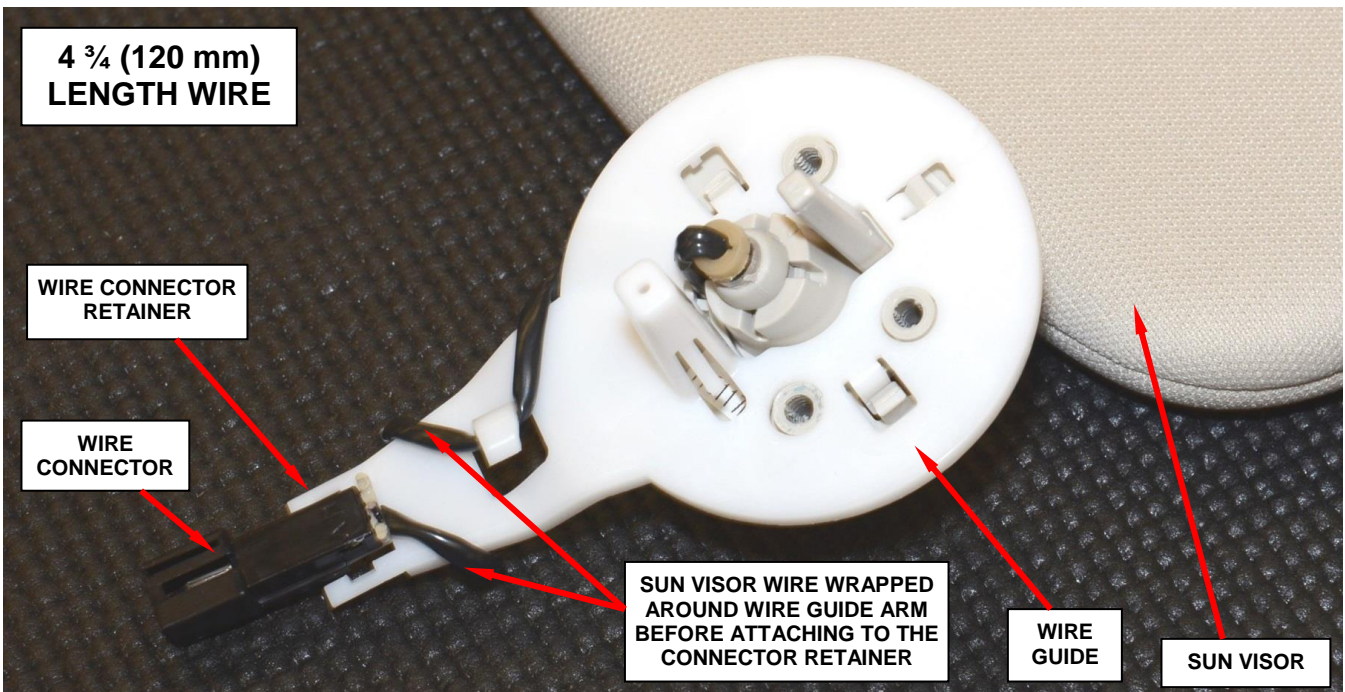
40. Route the wire as shown in Figure 22 or 23 depending on the length of the sun visor wire. Then connect the sun visor wire harness electrical connector to the wire guide connector retainer.

**NOTE:** Figures 22 and 23 show the sun visor parts assembled without the headliner in place.

**Service Procedure (Continued)**



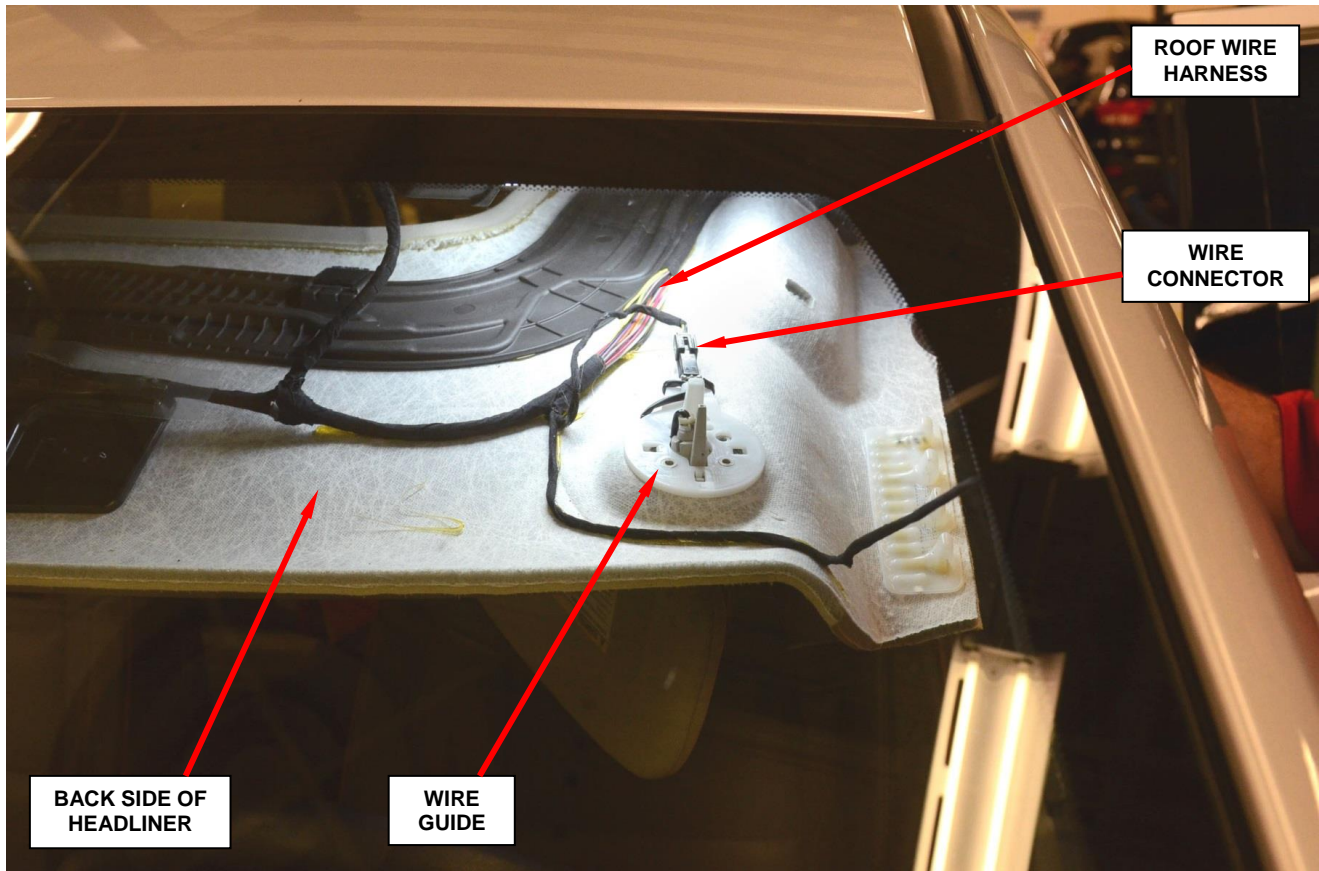
**Figure 22 - Sun Visor Wire Routing (2 ¾ Inch / 70 mm Length Wire)**  
(Parts removed from vehicle for photographic purposes only)



**Figure 23 – Sun Visor Wire Routing (4 ¾ Inch / 120 mm Length Wire)**  
(Parts removed from vehicle for photographic purposes only)



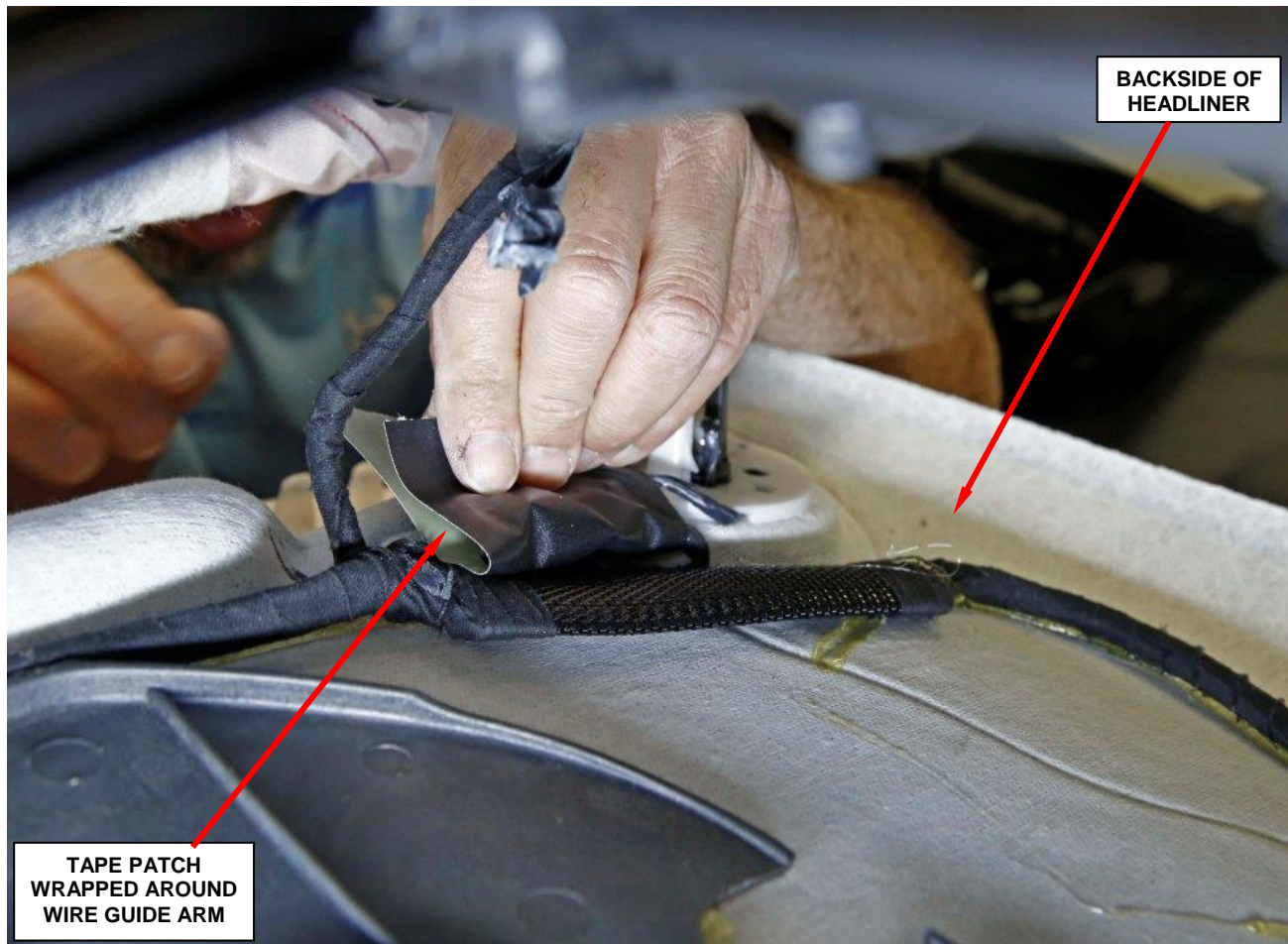
**Service Procedure (Continued)**



**Figure 24 – Wire Guide Connector (viewed through windshield)**

41. Connect the roof wire harness connector to the sun visor electrical connector (Figure 24).



**Service Procedure (Continued)**

**Figure 25 – Wrap Tape Patch Around the Right and Left Wire Guide Arms**

42. Apply a piece of (5" x 3") tape patch around the right and left side wire guide arm as shown in Figure 25.
43. Carefully lift the headliner into position and snap the wire guides into the roof structure.
44. Install the right and left side sun visor anchors (Figure 8).
45. **For vehicles equipped with a dual pane sunroof**, remove and save right and left headliner opening supports (Special Tool 2021400230).
46. Install the three sun visor retaining screws for the right and left side sun visors (Figure 8).

**CAUTION: Do not use power tools to install the three sun visor retaining screws. Use only hand tools when installing the three sun visor retaining screws. Pay close attention during sun visor retaining screw installation to prevent accidentally driving a screw through the sun visor wire harness.**

**Service Procedure (Continued)**

47. Install the right and left side sun visor screw covers.
48. Install the headliner retaining screw (Figure 10).
49. Install the front overhead console as an assembly (Figure 9).
50. **For vehicles equipped with rear overhead DVD console**, install the rear overhead DVD console.

51. Install the right and left side front overhead grab handles (Figure 4).
52. Install the right and left side “A” pillar covers (Figure 3).

**CAUTION: Be sure to connect the tether to the “A” pillar cover.**

53. Install the right and left side front door weather seals (Figure 1).
54. Install the right and left side front door opening sill plates.
55. Connect the negative battery cable to the battery (Figure 2).
56. Move both front seats to the full forward position.
57. Install the right and left side upper and lower “B” pillar trim panels (Figure 5).
58. Install the right and left side rear overhead grab handles (Figure 6).
59. Install the right and left side rear door weather seals (Figure 5).
60. Install the right and left side rear door opening sill plates.
61. Using a suitable interior cleaner, clean the “A” and “B” pillar panels as required.
62. Connect the wiTECH scan tool and clear all Diagnostic Trouble Codes (DTC’s).
63. Disconnect the wiTECH scan tool from the vehicle.
64. Return the vehicle to the customer.

**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 FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b><u>Labor Operation Number</u></b>	<b><u>Time Allowance</u></b>
Replace right and left sun visor wire guide	08-P3-61-82	1.7 hours

**Related Operation**

Repair one wire	08-P3-61-50	0.1 hours
Repair two to four wires	08-P3-61-51	0.2 hours

**Optional Equipment**

Dual pane sunroof	08-P3-61-60	0.2 hours
Rear Overhead DVD Console	08-P3-61-61	0.2 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 FCA 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  
FCA US LLC

**IMPORTANT SAFETY RECALL****P36 / NHTSA 14V-391**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in certain **2011 through 2014 model year Dodge Durango and Jeep® Grand Cherokee vehicles.**

***The problem is...*** The sun visor vanity lamp wiring on your vehicle may experience a high resistance short after a service repair to the sun visor, headliner or while gaining access above the headliner. This may result in an inoperative vanity lamp and increase risk of fire.

***What your dealer will do...*** Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect all involved vehicles to find those that may have had an improper service procedure. Any damaged sun visor wiring found during the inspection will be repaired. Also, sun visor wiring spacers will be installed on all vehicles to reroute sun visor wiring to prevent wiring damage during any future service procedures. The work will take about 1.6 hours to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...*** Simply contact your Chrysler, Jeep, or Dodge dealer after September 15, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

***If you need help...*** If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at  
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If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations  
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.