

**NUMBER:** 08-007-14

**GROUP:** Electrical

**DATE:** January 23, 2014

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-005. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**SUBJECT:**

Incorrect Switch Installed On The Steering Wheel

**OVERVIEW:**

This bulletin involves installing the correct Non Electronic Vehicle Information Center (EVIC) steering wheel switch.

**MODELS:**

2014 (RT) Town and Country

**NOTE:** This bulletin applies to vehicles built on or before October 29, 2013 (MDH 1029XX) That is NOT equipped with a Electronic Vehicle Information Center (EVIC) sales code LAZ.

**SYMPTOM/CONDITION:**

Customer and or dealer may notices that the steering wheel has the incorrect switch assembly installed. The installed switch is for vehicles that are equipped with an EVIC.

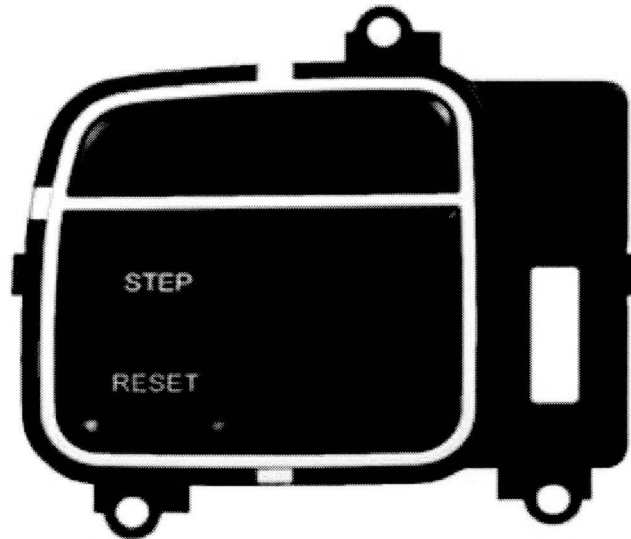
**DIAGNOSIS:**

Using a Scan Tool (wiTECH™) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTC's are set. If DTC's are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

**PARTS REQUIRED:**

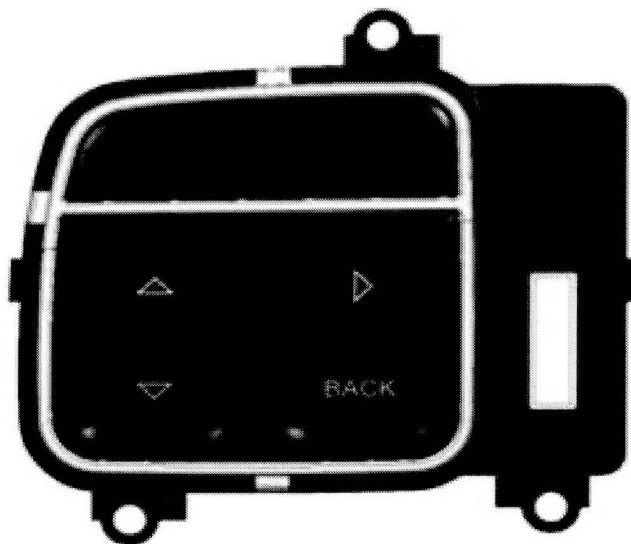
| Qty.    | Part No.   | Description                  |
|---------|------------|------------------------------|
| 1 (A/R) | 56046251AD | Switch, Steering Wheel, Left |



*Correct Switch*

1 - Two button switch

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*Incorrect Switch*

1 - Four button switch

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#### **REPAIR PROCEDURE:**

1. Remove the EVIC switch and install the correct part.
2. Follow the replacement procedure in DealerConnect, 08 - Electrical/8M - Message Systems/Message Center/SWITCH, EVIC Control/Removal/Installation.

**WARNING:** To avoid serious or fatal injury on vehicles equipped with airbags, disable the Supplemental Restraint System (SRS) before attempting any steering wheel, steering column, airbag, seat belt tensioner, impact sensor or instrument panel component diagnosis or service. Disconnect and isolate the battery negative (ground) cable, then wait two minutes for the system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the SRS. Failure to take the proper precautions could result in accidental airbag deployment.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

| Labor Operation No: | Description                                                         | Skill Category                  | Amount   |
|---------------------|---------------------------------------------------------------------|---------------------------------|----------|
| 08-80-82-96         | Switch, Steering wheel, Speed Control/EVIC - Replace. (2 - Skilled) | 6 - Electrical and Body Systems | 0.4 Hrs. |

**FAILURE CODE:**

|    |                |
|----|----------------|
| ZZ | Service Action |
|----|----------------|