



May 08, 2012

Ms. Nancy L. Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Ave. S.W.
Washington, D.C. 20590

Dear Ms. Lewis:

Reference: NHTSA Identification Number 12V-191

Enclosed are representative copies of communications relating to the 2012 model year vehicles involved in the referenced recall. Chrysler expects to notify dealers on May 10, 2012 and to begin owner notification during the week of May 14, 2012. The exact number of manufactured vehicles in the recall is 471.

This completes Chrysler's package of information for this recall as required by the Defects Report Regulation.

Sincerely,

A handwritten signature in black ink, appearing to read "David D. Dillon".

David D. Dillon
Vehicle Compliance and Safety Affairs

Enclosure: Dealer and Owner Letter for Recall M17

cc: F. Borris



May 2012

Dealer Service Instructions for:

Safety Recall M17 / NHTSA 12V-191 Power Liftgate Pinch Sensor

Models

2012 (RT) Dodge Grand Caravan and Chrysler Town & Country

NOTE: This recall applies only to the above vehicles built from March 08, 2012 through March 12, 2012 (MDH 030822 through 031200).

IMPORTANT: Some of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.

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 right side power liftgate pinch sensor on about 470 of the above vehicles may not function as intended, resulting in an increase in force required to stop the power liftgate during the final closing stages. This could cause an increased risk of personal injury in the event of a liftgate pinch situation.

Repair

The right side power lift gate pinch sensor must be inspected and replaced if required.

Parts Information

Part Number

Description

68078772AC

Sensor, Power Liftgate Pinch (right side)

Each dealer to whom vehicles in the recall were assigned will receive enough Power Liftgate Pinch Sensors to service about 20% of those vehicles.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure**A. Inspect Right Side Power Liftgate Pinch Sensor**

1. Open the rear liftgate.
2. Using a small mirror, inspect the end of the **right side** power liftgate pinch sensor (Figure 1):
 - If there **is** an upside down “T” molded into the end of the power liftgate pinch sensor, the power liftgate pinch sensor does not require replacement. Close the liftgate and return the vehicle to the customer.
 - If there **is not** an upside down “T” molded into the end of the power liftgate pinch sensor (or it is not legible), the power liftgate pinch sensor must be replaced. Continue with **Section B. Replace Power Liftgate Pinch Sensor**.

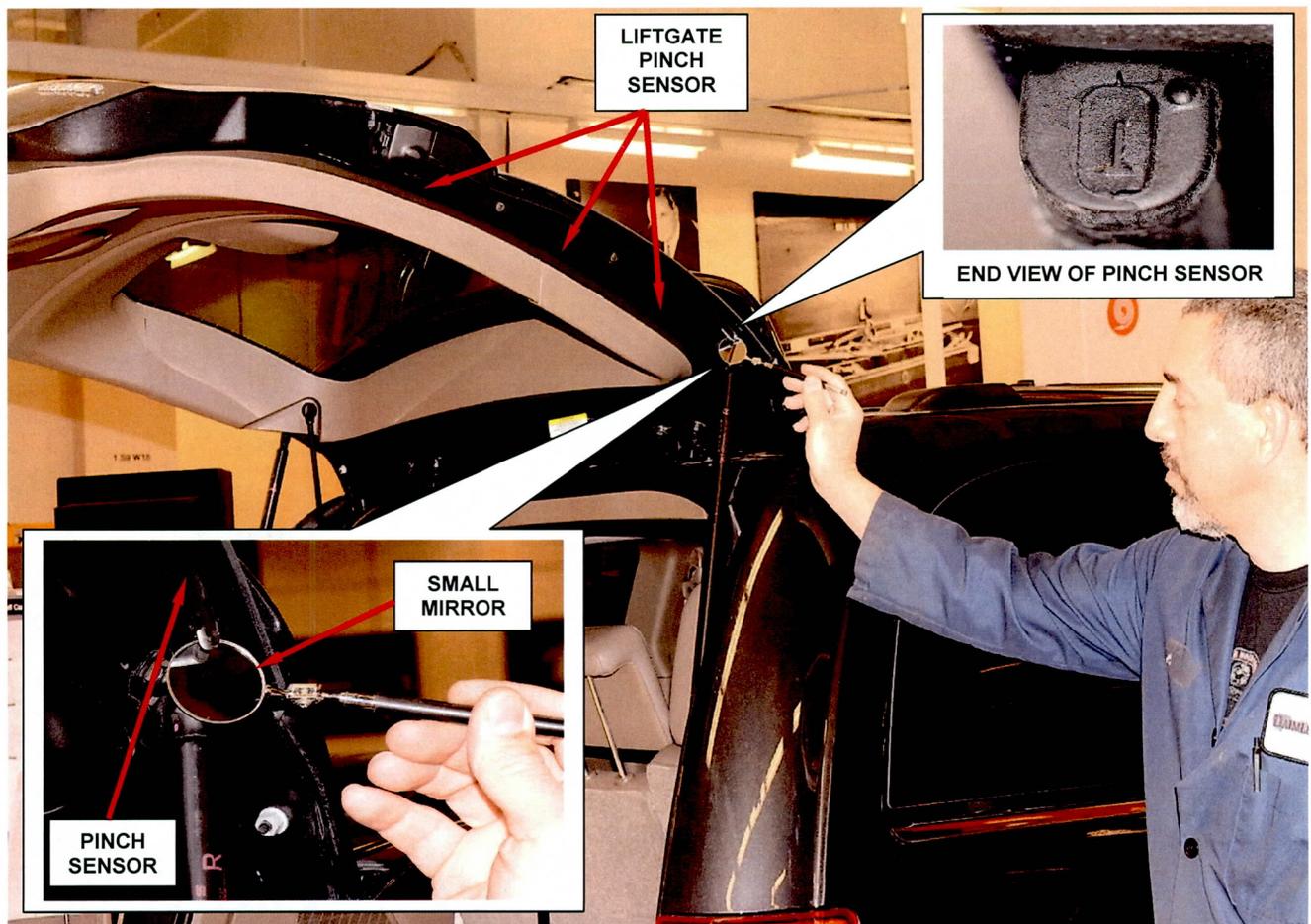


Figure 1 – Power Liftgate Pinch Sensor Inspection (good sensor shown)

Service Procedure (Continued)

B. Replace Power Liftgate Pinch Sensor

1. Open the hood and disconnect the negative battery cable.
2. Open the liftgate and remove and save the upper liftgate trim panel.
3. Remove and save the lower liftgate trim panel.

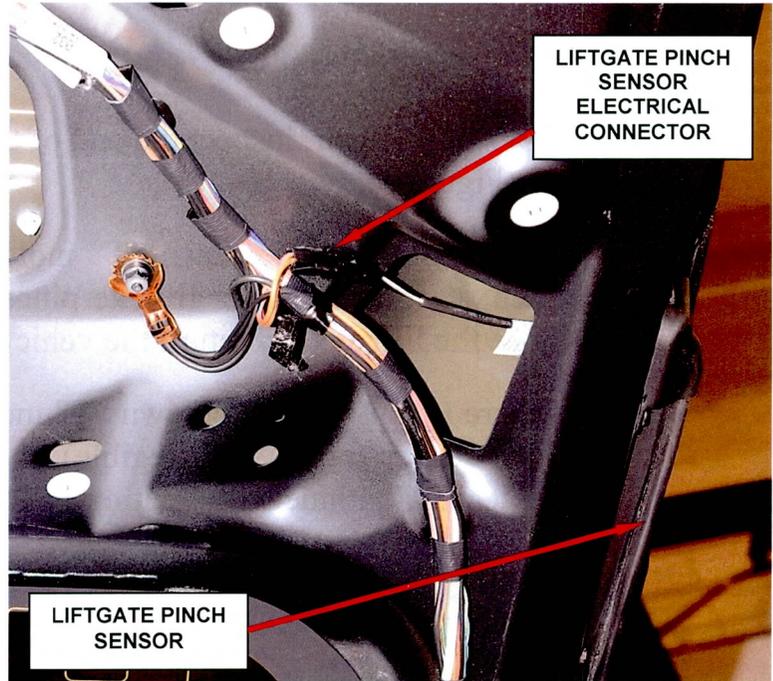


Figure 2 – Pinch Sensor Electrical Connector

4. Disconnect the right side power liftgate pinch sensor electrical connector (Figure 2).
5. Remove and save the two power liftgate pinch sensor retaining screws (Figure 3).

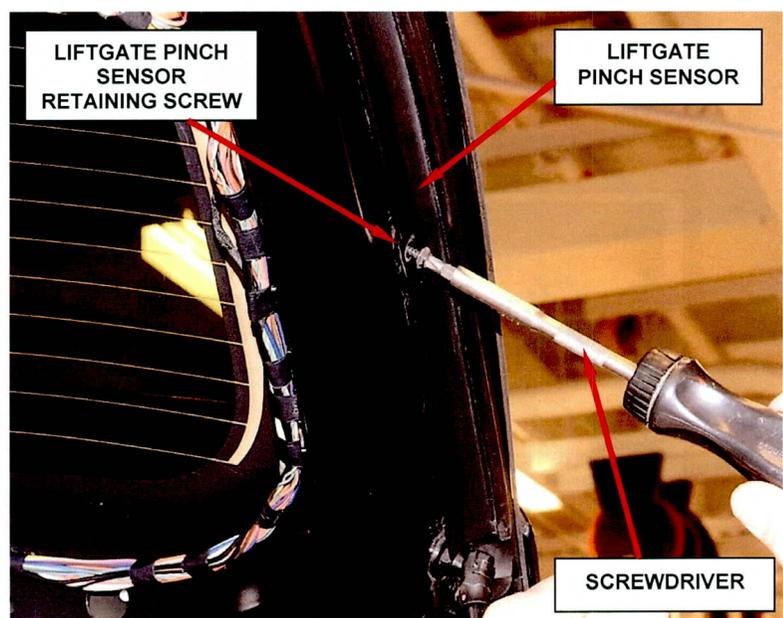
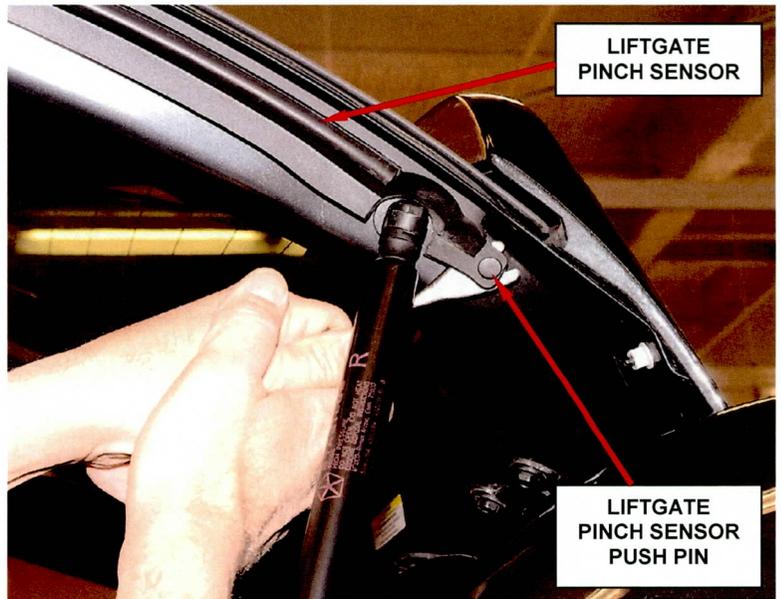


Figure 3 – Liftgate Pinch Sensor Retaining Screws

Service Procedure (Continued)

6. Remove and discard the two power liftgate pinch sensor push pins (Figure 4).
7. Remove and discard the original power liftgate pinch sensor.
8. Place the new power liftgate pinch sensor into position.
9. Engage the wiring harness grommet into the liftgate opening behind the power liftgate pinch sensor.
10. Engage the two power liftgate pinch sensor push pins.
11. Install the two power liftgate pinch sensor retaining screws (Figure 3). Be sure to press the pinch sensor tight against the liftgate while tightening the power liftgate pinch sensor screws.
12. Connect the electrical connector from the power liftgate pinch sensor to the body wiring harness (Figure 2).
13. Install the lower liftgate trim panel.
14. Install the upper liftgate trim panel.
15. Connect the negative battery cable and close the hood.
16. Verify the right side power liftgate pinch sensor operation using the following procedure:
 - a. Cycle the power liftgate through one complete open and close cycle.
 - b. Cycle the power liftgate a second time and push on the right side power liftgate pinch sensor while the liftgate is **halfway closed** to verify that the power liftgate detects an obstruction and returns to the full open position.

**Figure 4 – Liftgate Pinch Sensor Push Pin**

WARNING: Do not place your finger(s) between the liftgate and the body (in the pinch area) to test the power liftgate pinch sensor.

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 one of the following labor operation numbers and time allowances:

| | Labor Operation Number | Time Allowance |
|--|-----------------------------------|---------------------------|
| Inspect the right side power liftgate pinch sensor | 08-M1-71-81 | 0.2 hours |
| Inspect and replace the right side power liftgate pinch sensor | 08-M1-71-82 | 0.3 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



**SAFETY RECALL M17 / NHTSA 12V-191
POWER LIFTGATE PINCH SENSOR**

Dear: (Name)

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2012 model year Dodge Grand Caravan and Chrysler Town & Country vehicles.**

The problem is... The right side power liftgate pinch sensor on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may not function as intended, resulting in an increase in force required to stop the power liftgate during the final closing stages. This could cause an increased risk of personal injury in the event of a liftgate pinch situation.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect, and replace if required, the right side power liftgate pinch sensor. The work will take about ½ hour 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 right away to schedule a service 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 www.chrysler.com/ownersreg or www.dodge.com/ownersreg.

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
Notification Code M17

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