



January 2011

Dealer Service Instructions for:

Safety Recall K25

Heating, Ventilation & Air Conditioning Drain Tube and Grommet

Models

2008 (RT) Dodge Grand Caravan and Chrysler Town & Country

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery. Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Heating, Ventilation and Air Conditioning (HVAC) drain tube and grommet on about 299,000 of the above vehicles may leak water onto the passenger compartment carpeting and/or the Occupant Restraint Control (ORC) module. This can lead to the illumination of the airbag warning light and the potential for an inadvertent airbag deployment without warning.

Repair

The HVAC drain tube and grommet must be replaced.

Parts Information

<u>Part Number</u>	<u>Description</u>
CAU3K257AA	Drain Tube and Grommet Package

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Grommet, HVAC Drain Tube
1	Tube, HVAC Drain
1	Clip, HVAC Drain Tube

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the right front door.
2. **On vehicles equipped with a center console**, remove the center console.
3. Remove the lower instrument panel bin retaining push pins (three on each side) (Figure 1).

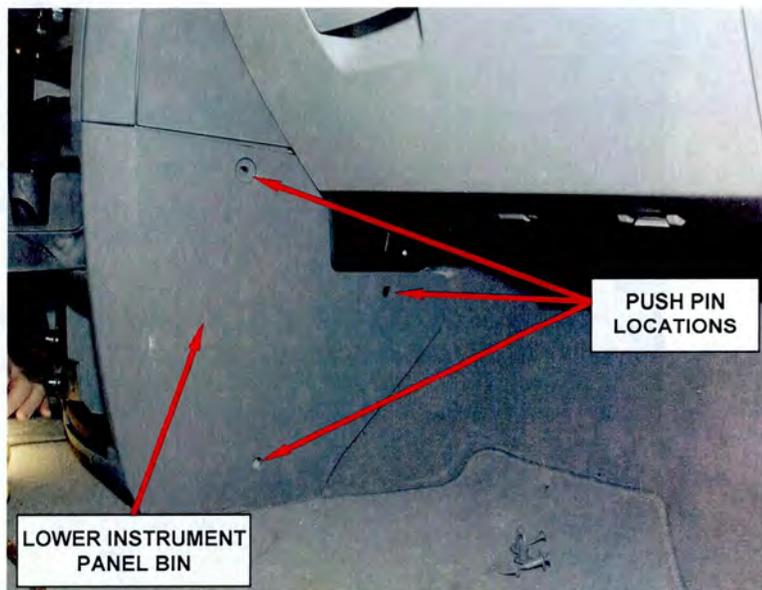


Figure 1 – Remove Six Push Pins (Right Side Shown)

4. Disengage the two retaining clips located on the front of the lower instrument panel bin (Figure 2).
5. Remove and set aside the lower instrument panel bin.
6. Working from the right side of the vehicle, pull back the floor carpeting near the HVAC drain.

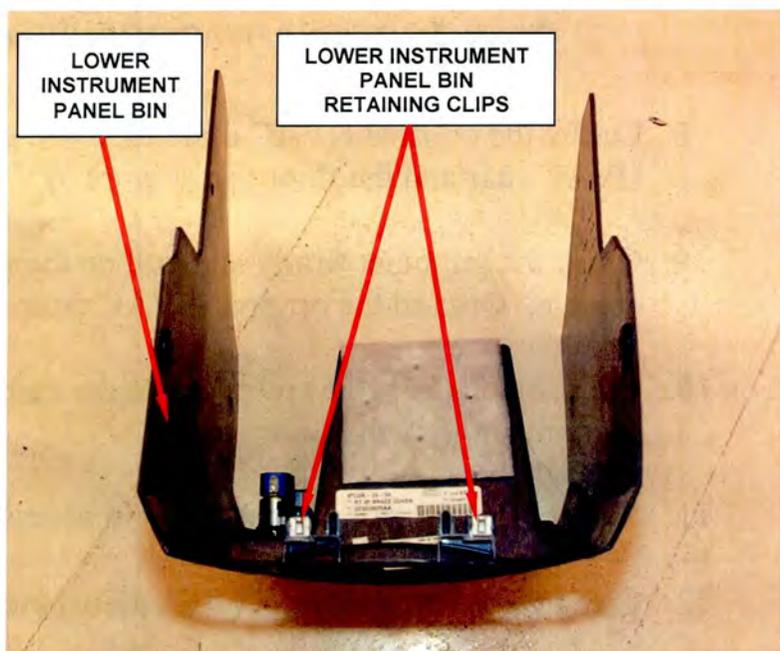


Figure 2 – Lower Instrument Panel Retaining Clip Location

Service Procedure (Continued)

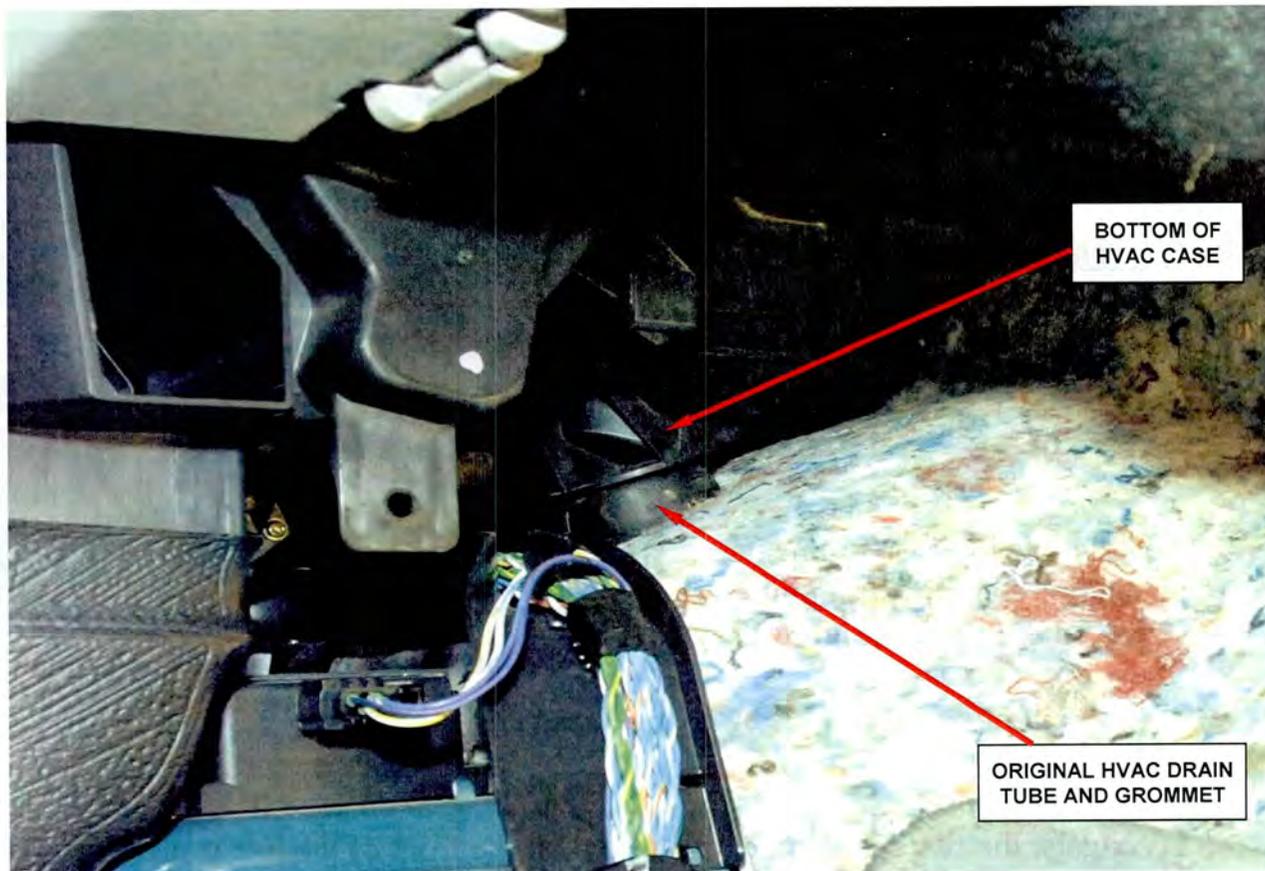


Figure 3 – Original HVAC Drain (Viewed From Right Side of Vehicle)

8. Locate the original HVAC drain tube and grommet between the bottom of the HVAC case and the floor pan (Figure 3).
9. Grasp the grommet firmly and pull on the grommet to remove it from the vehicle. Discard the original HVAC drain tube and grommet.
10. Cut a 4 inch (101 mm) relief cut in the carpet padding to provide access to the grommet hole in the floor pan.
11. Roll the carpet padding back to gain access to the drain area.
12. Clean the surface of the HVAC case where the new drain tube will be mounted.
13. Clean the floor area where the new floor pan grommet will be installed.

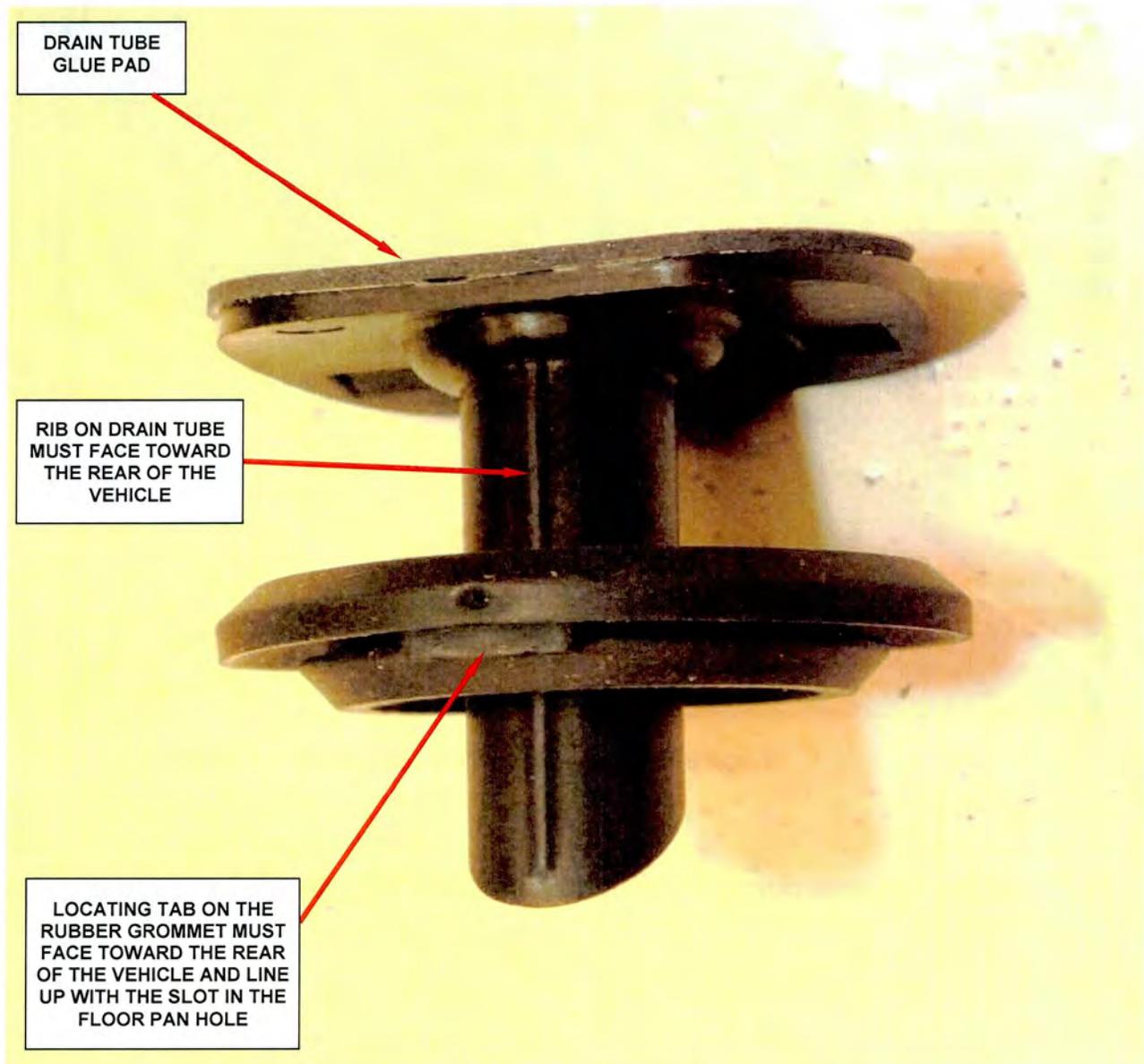
Service Procedure (Continued)

Figure 4 – New HVAC Drain Tube and Grommet

14. Assemble the new HVAC drain tube and grommet, as shown in Figure 4, before installing into the vehicle. The square locator and rib on the HVAC drain tube and grommet must face rearward when installed in the vehicle.
15. Carefully install the new HVAC drain tube and grommet into position on the vehicle as an assembly.

Service Procedure (Continued)

Figure 5 – New Drain Tube Installed

16. Using needle nose pliers, carefully remove the drain tube glue pad release paper (Figure 4).

17. Press the drain tube firmly into position (Figure 5).

18. Seat the floor pan grommet into the floor pan opening (Figure 5).

CAUTION: Be sure that the locating tab on the floor pan grommet lines up with the notch in the floor pan opening.

Service Procedure (Continued)

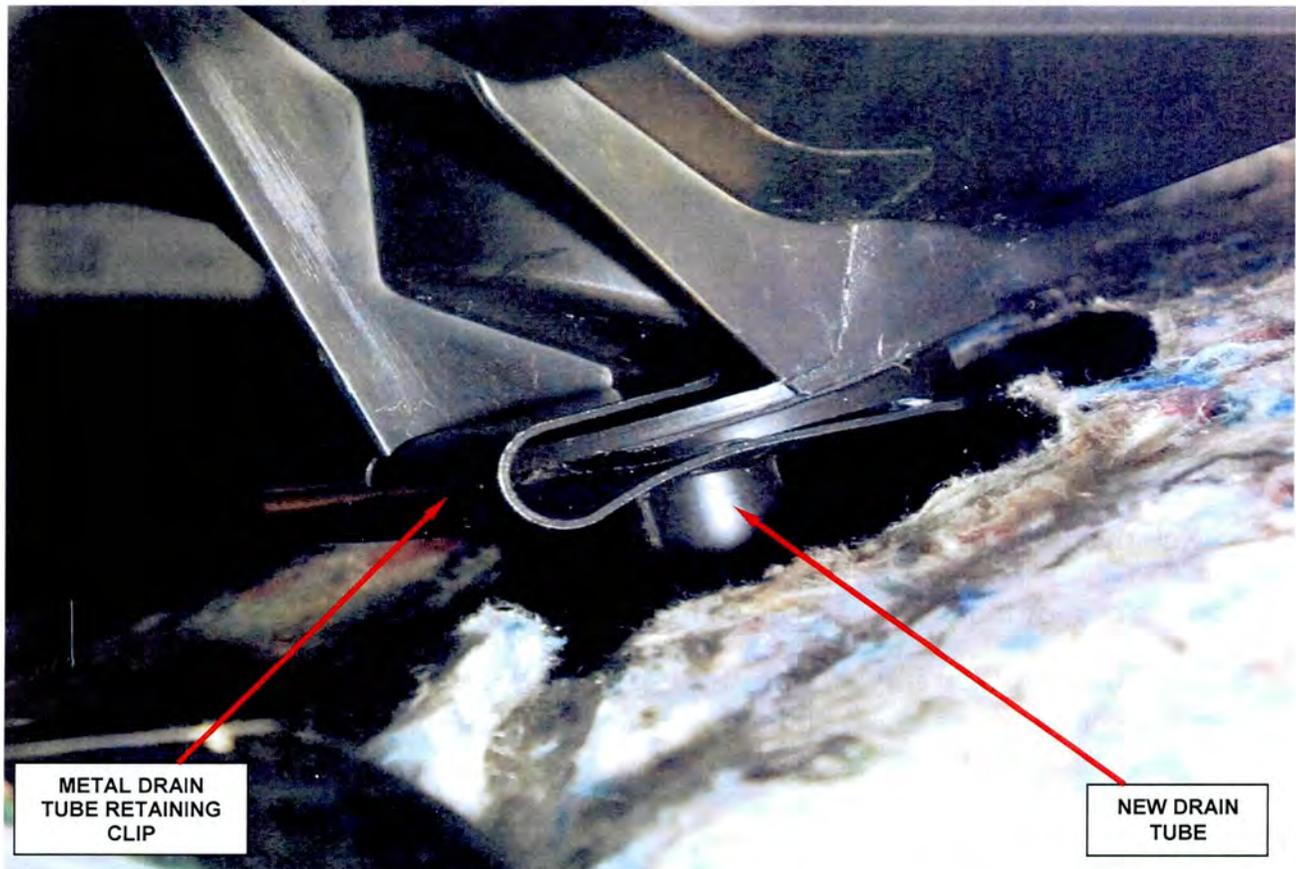


Figure 6 – Install Drain Tube Retaining Clip

19. Install the metal drain tube retaining clip as shown in Figure 6.
20. Place the carpet padding and carpet back into position.
21. Install the lower instrument panel bin.
22. Install the six lower instrument panel bin retaining push pins.
23. **On vehicles equipped with a center console**, install the center console.

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 numbers and time allowances:

	Labor Operation Number	Time Allowance
Replace HVAC drain tube grommet	24-K2-51-82	0.6 hours

Related Operation

Remove/install center console	24-K2-51-50	0.1 hours
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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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

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



CHRYSLER

**SAFETY RECALL K25
HEATING, VENTILATION & AIR CONDITIONING DRAIN TUBE AND GROMMET**

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 **2008 model year Dodge Grand Caravan and Chrysler Town & Country vehicles.**

The problem is... **The Heating, Ventilation & Air Conditioning (HVAC) drain tube and grommet on your vehicle (VIN: xxxxxxxxxxxxxxxxx) may leak water onto the passenger compartment carpet and/or the Occupant Restraint Control (ORC) module. This can lead to the illumination of the airbag warning light and the potential for an inadvertent airbag deployment without warning.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the HVAC drain tube and grommet. The work will take about 3/4 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. Ask the dealer to hold the part for your vehicle or to order it 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 Chrysler 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 K25

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