



July 1, 2014

Ms. Nancy Lummen Lewis  
Associate Administrator for Enforcement  
National Highway Traffic Safety Administration  
Recall Management Division (NVS-215)  
Room: W48-302  
1200 New Jersey Ave. SE  
Washington, DC 20590

Dear Ms. Lewis:

The following information is submitted pursuant to the requirements of 49 CFR Part 573.6, Defect and Noncompliance Reports, which contains details of a safety defect in vehicles as determined by Chrysler Group LLC.

**573.6(c)(1): Manufacturer's Name, Brand Name**

Chrysler Group LLC, Dodge, Jeep

**573.6(c)(2): Identification of Affected Vehicles**

Make(s)	Model(s)	Model Year(s)	Inclusive Dates of Manufacture
Dodge	Durango	2011 - 2014	January 05, 2010 through December 11, 2013
Jeep	Grand Cherokee	2011 - 2014	January 05, 2010 through December 11, 2013

The determination of the recall population is described in Section 573.6(c)(6).

**573.6(c)(2)(iv): Component manufacturer name, address, telephone number, and country of origin:**

Daimay North America Automotive Inc..  
24400 Plymouth Road  
Redford, MI 48239  
313 - 850 - 7796  
Country of origin: China

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### **573.6(c)(3): Potentially Affected Vehicle Population**

651,130 (estimated)

### **573.6(c)(4): Percentage of Affected Vehicles**

Unknown

### **573.6(c)(5): Description of Defect or Noncompliance**

Some Jeep Grand Cherokee and Dodge Durango vehicles may experience a high resistive short at the vanity lamp wiring after a service repair to the sun visor, headliner or while gaining access above the headliner that may result in an inoperative vanity lamp or a potential fire.

### **573.6(c)(6): Chronology of Principal Events Leading to Determination of a Safety Defect**

- On March 22, 2011, Chrysler opened an investigation as a result of customer complaints of sun visor thermal damage.
- Investigation determined that the damage was caused during the reassembly process of the sun visor to the headliner after service repair, and not during vehicle assembly.
- Investigation determined that during the sun visor/headliner reinstallation, sun visor screws can be driven through one of the unsecured vanity lamp wiring circuits creating a resistive short to ground.
- Disassembly of the sun visor requires pulling down on the sun visor and separating the wiring service length from its secured production location so that the sun visor pigtail can be disconnected from the headliner wiring harness.
- Reassembly of the sun visor requires the service length (including the pigtail) to be pushed back up the headliner access hole and secured via tape to the headliner top surface away from the sun visor fastener locations. Lack of care in routing of wires can result in the subject issue.
- On June 2, 2011, Jefferson North Assembly Plant updated the in-plant repair process for the reinstallation of the sun visor and wiring.
- On July 30, 2012, continuous process improvements shortened the sun visor wire length by 50mm.
- On October 11, 2012, the wiring above the headliner and the sun visor wiring was again shortened and relocated.
- On February 4, 2013, a new service procedure was released to the Jefferson North Assembly Plant and service operations to ensure a repair operation was more robust.
- NHTSA opened PE13-027 on August 28, 2013. Chrysler submitted response on October 7, 2013.
- Following the PE submission, NHTSA received a VOQ for a customer complaint of a sun visor fire. The vehicle was serviced after the release of the new service repair. The vehicle was repaired at a third party facility that was fully aware of proper repair procedure.

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- NHTSA opened EA14-001 on February 25, 2014. Chrysler submitted response on March 19, 2014.
- NHTSA concluded the updated service information would not prevent future occurrences of this condition after a service repair.
- NHTSA prefers that Chrysler inspect all vehicles and repair damaged wiring as needed. The addition of a revised spacer will assure proper wire routing, away from sun visor screw locations, is maintained.
- The suspect period was established as Jeep Grand Cherokee and Dodge Durango vehicles start of production through December 11, 2013.
- As of June 3 2014, Chrysler identified approximately 36 CAIRs, 6 VOQs and 20 field reports related to this issue.
- As of June 3, 2014, Chrysler is aware of 3 minor injuries potentially related to this issue.
- On June 24, 2014, Chrysler determined, through the Vehicle Regulations Committee, to conduct a voluntary safety recall.

### **573.6(c)(8): Description of Remedy**

Chrysler will conduct a Voluntary Safety Recall on all affected vehicles by inspecting all units to find those that may have had an improper service procedure. Repair any damaged wiring found during the inspection. Also, install the new sun visor spacer (with wire routing feature) on all vehicles.

Chrysler has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, Chrysler, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

### **573.6(c)(8): Dealer and Owner Communication**

Chrysler estimates it will notify dealers and owners in August 2014.

### **573.6(c)(10): Submission of Recall Communications**

Chrysler will provide representative copies of the dealer and owner letters to NHTSA's Recall Management Division when available.

### **573.6(c)(11): Manufacturer's Campaign Number**

Chrysler has assigned recall number P36 to this action.

Sincerely,



Philip Harthnagel

Product Investigations and Campaigns Senior Manager

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cc: Frank Borris, NHTSA