



April 2015

TO: ALL CHRYSLER, JEEP, DODGE, & RAM DEALERSHIPS & FIAT STUDIOS
ATTN: DEALER PRINCIPAL, SERVICE MANAGER & PARTS MANAGER
SUBJECT: SAFETY RECALL TECHNICAL ADVISORY (P36)

Chrysler Group LLC (Chrysler) released Safety Recall P36 – Sun Visor Wiring in August of 2014. This recall involves 2011 through 2014 model year (WD) Dodge Durango and (WK) Jeep Grand Cherokee vehicles.

This is a large recall with over 651,000 involved vehicles registered in the United States. To date over 350,000 successful repairs have been made by our dealership technicians. That is approximately 54% of the involved vehicles.

There may have been some confusion on how to route the sun visor wires by a very small group of dealership technicians. It is very important to follow the Dealer Service Instruction provided for this recall.

It is critical that the sun visor wire remains under the clip when reinstalling the visor to prevent improper wire routing.

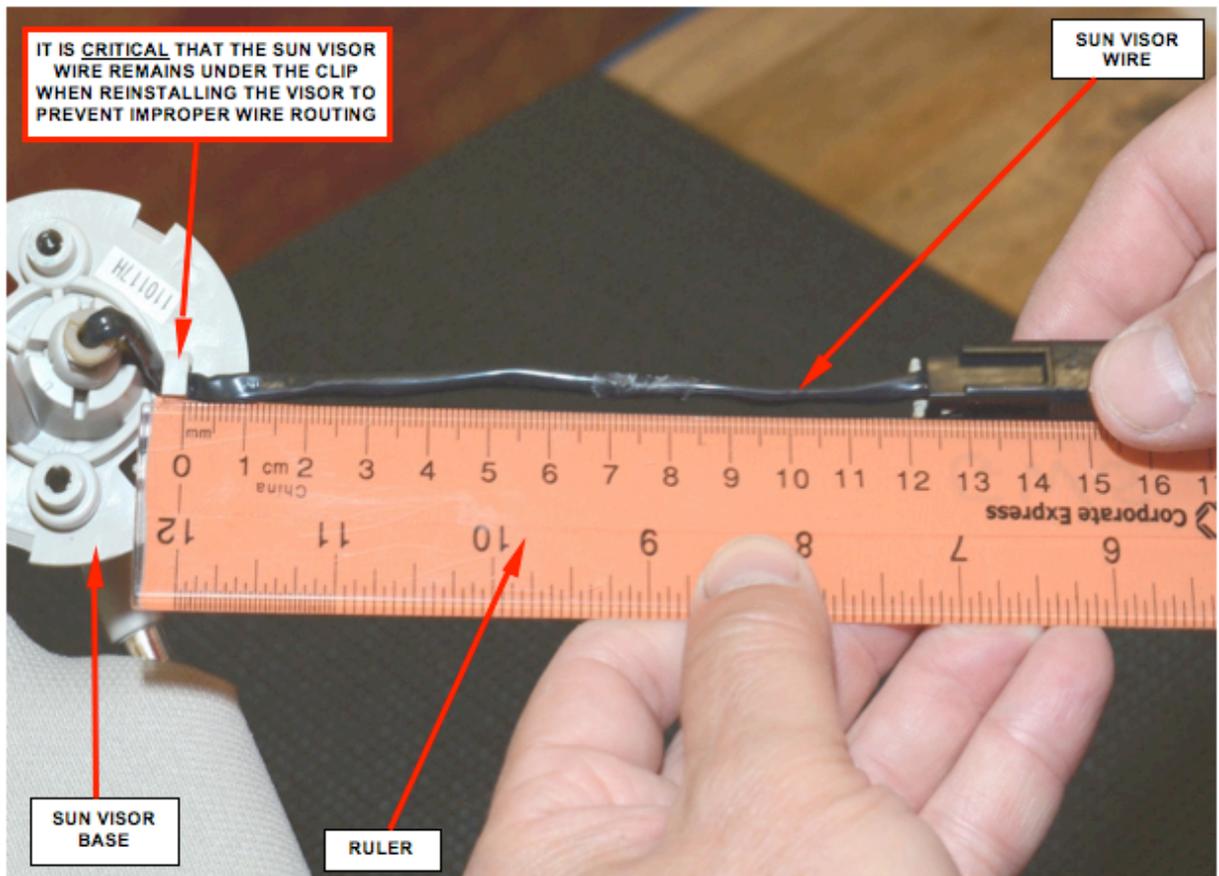


Figure 1 – Wire Must Be Clipped Before Installing the Sun Visor

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DODGE

CHRYSLER

Jeep

SRT





Below are some pictures of what could result if this recall is not performed correctly. The results shown below will not enhance the customer's perception of your dealership and/or FCA US LLC.

We ask that you make every effort to convey to all your service technicians the importance of performing this recall and to follow the instructions provided on TechCONNECT.



Figure 2 – Result of Improperly Performed Recall



Figure 3 - Result of Improperly Performed Recall

Page 10 of the recall shows the two different wire length configurations that a technician may encounter during the repair.

It is very important to determine if the vehicle has the short sun visor wiring (2 ¾ in.) or the long sun visor wiring (4 ¾ in.) and to route the sun visor wiring as shown in the service instructions (see Figure 13 and 14 of the recall and/or included photos).



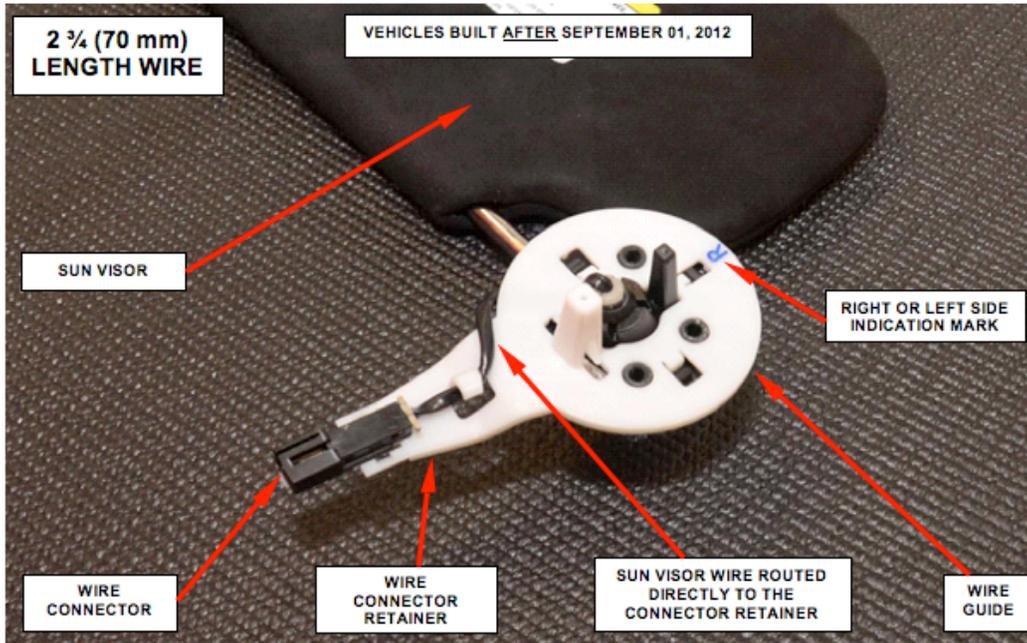


Figure 13 - Sun Visor Wire Routing (2 3/4 Inch / 70 mm Length Wire)
(Parts removed from vehicle for photographic purposes only)

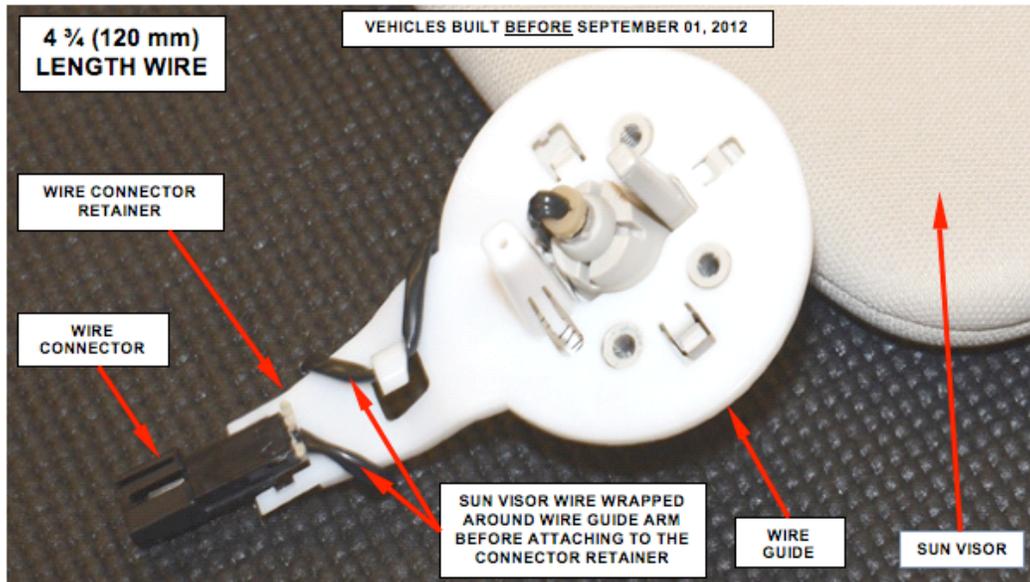


Figure 14 – Sun Visor Wire Routing (4 3/4 Inch / 120 mm Length Wire)
(Parts removed from vehicle for photographic purposes only)

All service managers are being asked to review the recall repair procedure and sun visor wire routing with all their technicians at the next dealership technician meeting.

Attached to this email is a copy of Safety Recall P36 for your convenience.

Thank You,

Customer Services Field Operations

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