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Customer Questions
1-800-853-1403 (office)

Statement: Power Window-Vent Switch

May 9, 2014, Auburn Hills, Mich. - Chrysler Group is replacing window switches in an estimated 780,000 minivans equipped with third-row power window vents following incidents of overheating.

Chrysler Group is unaware of any related injuries or accidents. Affected customers will be contacted directly and advised when they may schedule service. Associated costs will be borne by the Company.

In the interim, customers may visit their dealers after May 14 to have the vent switches disconnected. This will eliminate any risks associated with the issue and affects only third-row window-vent operation. The switch is located on the driver's door.

Alerted by warranty data, Chrysler Group engineers launched an investigation and found a link between short circuits and beverage spills on the vent switch, as well as direct exposure to moisture from rain, snow or car washes.

Short circuits may cause overheating. However, known incidents total 36 – less than 0.005 percent of the vehicles subject to this campaign.

Affected are certain model-year 2010-2014 Dodge Grand Caravan and Chrysler Town & Country minivans, assembled between Aug. 25, 2010 and Oct. 31, 2013. An estimated 644,850 are in the U.S.; 106,980 are in Canada; 8,009 are in Mexico and 20,638 vehicles are outside the NAFTA region.

Customers who are concerned may call 1-800-853-1403.

Chrysler Group takes seriously its commitment to safety and is conducting this campaign voluntarily. The U.S. National Highway Traffic Safety Administration has been advised.

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