



Technical Bulletin

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Routan	2009-2012	All	All	All	All

Condition

96 14 02 May 5, 2014 **2028844** Supersedes Technical Bulletin V961401 dated May 2, 2014 to add cargo light and trim panel inspection/replacement procedure, revise warranty statement and revise warranty service number.

Rear Cargo Lamp Loose or Falls Out when Closing Rear Lift Gate

Technical Background

Rear cargo lower lift gate trim panel cargo light opening is too large.

Rear cargo light fasteners weak and do not hold light in place.

Production Solution

New lower lift gate trim panel introduced with reduced light opening specification. July 9th 2011

Improved cargo light fastener tab introduced May 17th 2013.

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Service

Step 1: MY 2009-2012 Routan (Vehicles built before 5/17/2013)

- Inspect the rear cargo light.
- Using a trim removal wedge remove the rear cargo light and inspect for reinforced rib on fastener tabs.
- If the rib is missing on the reinforcement replace the rear cargo light with new part number in figure 2.



Original cargo light through MY 2012 will have no reinforced rib. (Figure 1)

Figure 1



MY2013 introduced rib reinforcement with part number 7B0947105C. (Figure 2)

Figure 2

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Step 2: Only MY 2011 Routan (Vehicles built before 7/09/2011)

- Inspect the lower lift gate trim panel opening.

Note:

When inspecting or replacing the lower trim panel (my 2011 only), the labor for removing/installing the cargo light is included.



Figure 3

- Remove the lower lift gate trim panel.
- Measure the trim panel lower fastener holes distance between the outside edges as shown in Figure 3.

Is the distance greater than 115.7mm (+/- 1.5mm).

Yes: Replace the trim panel with part number 7B0867605D. (Always check ETKA for the latest part number and color code.)

No: Reinstall the trim panel.



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Warranty

Note:

When inspecting or replacing the lower trim panel (MY2011 only), the labor for removing/installing the cargo light is included. Only one labor operation allowed for this procedure. None of the labor operations should be combined.

All Routan pre and post road test, StarMOBILE and wiTECH time units are included in the labor operation. Therefore, no road test time units will appear in the designated area within the warranty table.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Routan	2009-2012	All	All	All	All
SAGA Coding					
Claim Type:			Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
7092	0018	CWM2028844		Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer		Routan		USM ²⁾	
Labor Operation ³⁾ : Inspect or Replace Lower Lift Gate Trim Panel (Steps 1 and 2 performed MY 2011 Only)			70925599 = 30 TU		
Labor Operation ³⁾ : Inspect or Replace Lift Gate Cargo Light (Only Step 1 performed MY 2009,2010 and 2012 Only)			96401999= 20 TU		
Causal Part:			7B0947105C		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 00 TU		NO		



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Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU	NO
Claim Comment: Input "As per Technical Bulletin 2028844" in comment section of Warranty Claim.		
1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only 2) Code per warranty vendor code policy. 3) Labor Time Units (TUs) are subject to change with ELSA updates. 4) Documentation required per Warranty Policy Procedures Manual.		

Required Parts and Tools

Part Description	Part No:	Quantity
Lower lift gate trim panel	7B0867605D + color code	1
Rear Cargo Light	7B0947105C	1

Tool Description	Tool No:
Trim Removal Wedge	3409

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.