



**NUMBER:** 23-014-14

**GROUP:** Body

**DATE:** June 12, 2014

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 23-012-12 REV. A, DATED October 04, 2012, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE EXTENSION OF AFFECTED VEHICLE APPLICABILITY DATE PLUS ALTERNATIVE REPAIR PROCESS STEPS DEPENDENT ON VEHICLE BUILD DATE.**

**SUBJECT:**

Sliding Door Trim Contacting Vehicle Rear Quarter

**OVERVIEW:**

**\*\*This bulletin depending on production date, involves either installing or engaging an additional door panel retention point to prevent the door panel from bowing and contacting the body when the sliding door is opened.\*\***

**MODELS:**

2008 - **\*\*2014\*\*** (RT)

Dodge Caravan

2008 - **\*\*2014\*\*** (RT)

Chrysler Town and Country

**NOTE: **\*\*This bulletin applies to vehicles built on or before May 14, 2014 (MDH 0514XX).\*\*****

**SYMPTOM/CONDITION:**

The customer may experience a door trim panel contacting the quarter panel on either side when opening either of the sliding doors.

**PARTS REQUIRED:**

Qty.	Part No.	Description
2(AR)	68163978AA	RT Sliding Door Repair Kit (One Kit Services One Door)

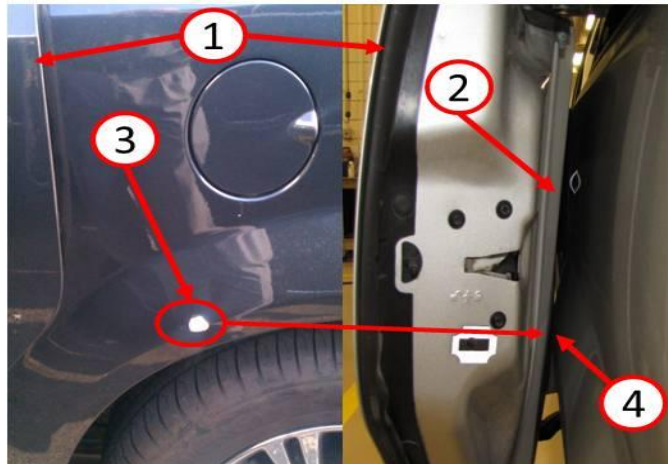
**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

NPN	Isopropyl Alcohol
NPN	3M 4298 Adhesion Promoter or Equivalent
NPN	Kent P20165 Leak Trace Powder or Equivalent One 12oz can will service approximately 12 vehicles

**DIAGNOSIS:**

In some instances interior door panel to quarter panel contact has been noted on both left and right sides of the vehicle. Design clearances of the interior door panel are aggravated by heat which causes the door panel to relax and bow, which may contact the rear quarter panel (Fig. 1).

\*\*In order to correct this condition and avoid costly paint repairs, depending on production date, an additional retention point needs to be either added or engaged to prevent the door panel bowing condition. If the customer describes the symptom, perform the Repair Procedure.\*\*

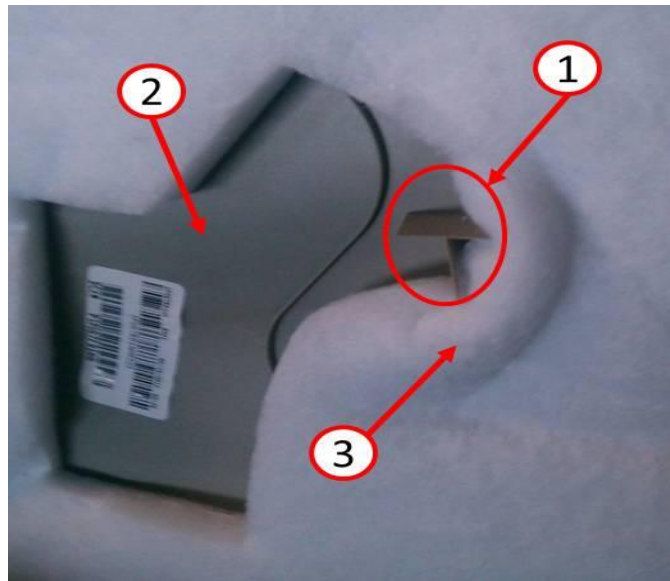


**Fig. 1 Door Trim Contact**

- 1 - Sliding Door
  - 2 - Interior Door Trim Panel
  - 3 - Quarter Panel Contact Point
  - 4 - Panel Clearance Area
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**REPAIR PROCEDURE:**

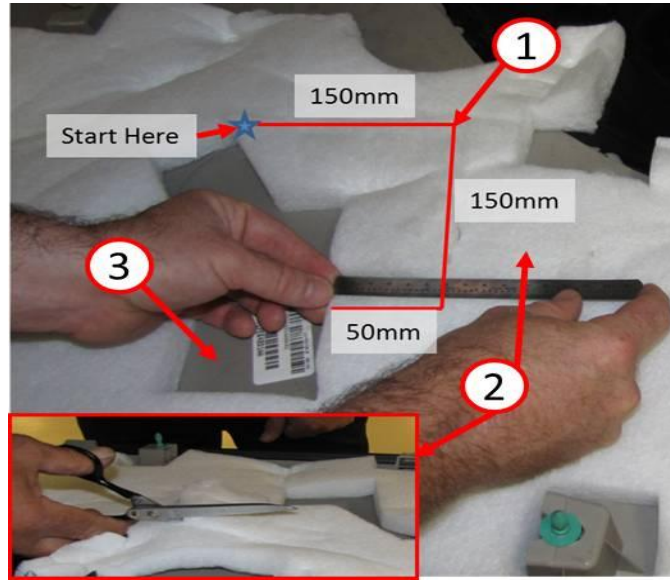
1. **\*\*Was the vehicle built on or before February 11, 2012 (MDH 0211XX)?**
  - a. YES>>> Vehicle was built on or before February 11, 2012. Continue with [Step #2](#).
  - b. NO>>> Vehicle was built on or after February 12, 2012 and on or before May 14, 2014. Proceed to [Step #12](#).\*\*
2. Remove both door trim panels. Refer to the detailed procedures available in DealerConnect>TechCONNECT> under: Service Info> 23-Body> Doors - Sliding> PANEL, Door Trim> Removal.
3. Remove the standoff from the back side of each door panel ([Fig. 2](#)).



**Fig. 2 Standoff Removal**

- 1 - Standoff
  - 2 - Back Side of Door Panel
  - 3 - Sound Deadener
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4. Cut the sound deadener on the back side of each door panel as shown in (Fig. 3).

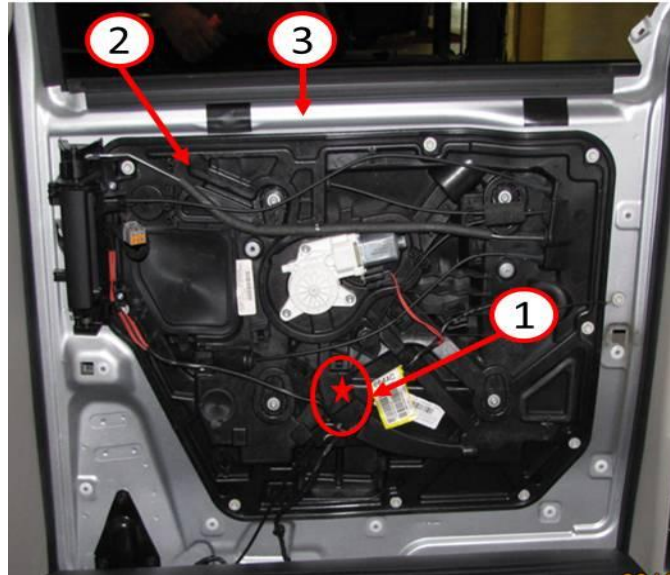


**Fig. 3 Trim Sound Deadener**

- 1 - Cut Line
  - 2 - Sound Deadener
  - 3 - Back Side of Door Panel
-

- Carefully drill a 5/16”(8mm) hole through door module at the center of the formation/standoff (1) directly above the door module (if equipped) or just forward of the part number tag (Fig. 4).

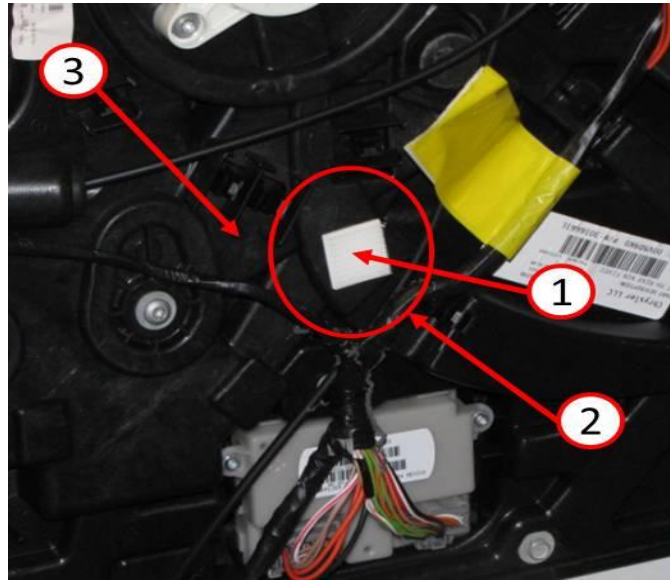
**NOTE: Make sure door window is in the full upward position before drilling hole in door module.**



***Fig. 4 Door Module Preparation***

- 1 - Drill Location
  - 2 - Door Module
  - 3 - Sliding Door
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6. Fully seat the white dual lock push clips (1) from repair kit into the 5/16" (8mm) hole in the door modules ([Fig. 5](#)).



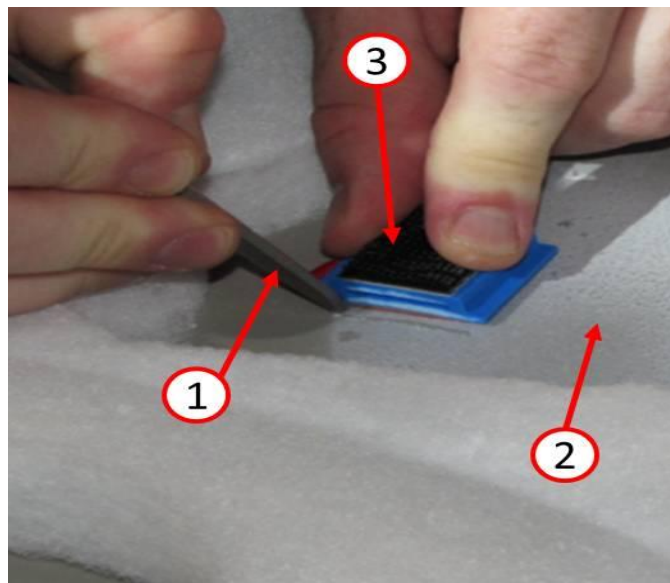
***Fig. 5 Door Module Retainer Installation***

- 1 - Dual Lock Push Clip
  - 2 - Drilled Hole Location
  - 3 - Door Module
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7. Temporarily engage the dual lock halves in order to transfer the clip location from the module to the door panel using Kent Leak Trace Powder or equivalent and scribe the clip location on the back side of the door panel as shown in (Fig. 6).

**NOTE: Door trim panel(s) will need to be rough set and pressurized to transfer the contact location. Leak trace powder should be applied to the approximate clip location on the back side of the door trim panel.**

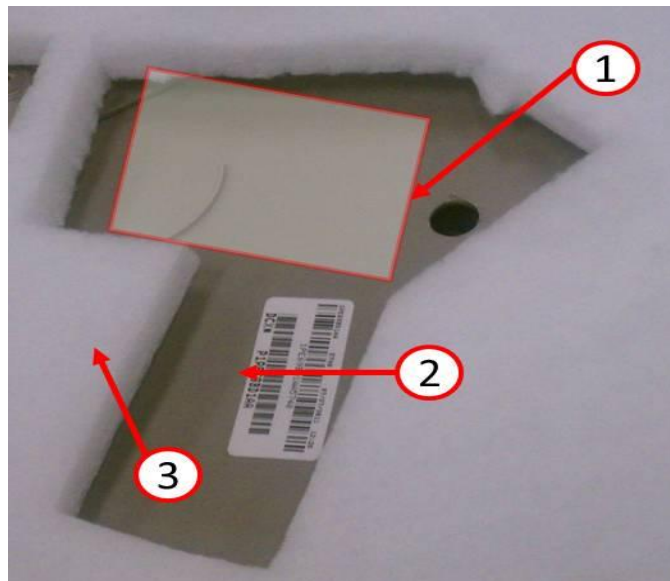
**NOTE: Do not engage dual lock halves and remove peel-off backing to locate the door trim panel side of the clip as this could result in an improperly placed clip while reinstalling the door panel. Improperly placing the clip can possibly destroy it if removal or repositioning is required. Do not use grease to transfer clip location as this will leach into the plastic surface of the trim panel and affect clip adhesive retention.**



***Fig. 6 Door Panel Preparation***

- 1 - Scribe
  - 2 - Back Side of Door panel
  - 3 - Dual Lock Retaining Clip
-

8. Clean the surface area (1) of both door trim panels to be bonded with isopropyl alcohol (Fig. 7).
9. Once the alcohol has evaporated apply 3M 4298 adhesion promoter or equivalent to the surface area (1) where the dual lock adhesive backer will bond (Fig. 7).



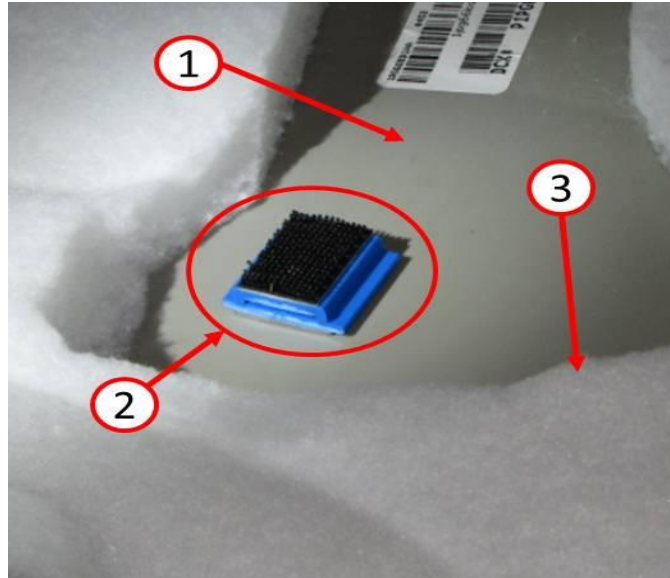
**Fig. 7 Door Panel Preparation**

- 1 - Clip Bonding Area
  - 2 - Back Side of Door Panel
  - 3 - Sound Deadener
-



10. Firmly pressurize the blue dual lock clip at scribed location for 5 seconds after removing the protective backing off the adhesive side of the clip.

**NOTE: Let the blue dual lock clip cure for 1 hour before reinstalling the door trim panels.**

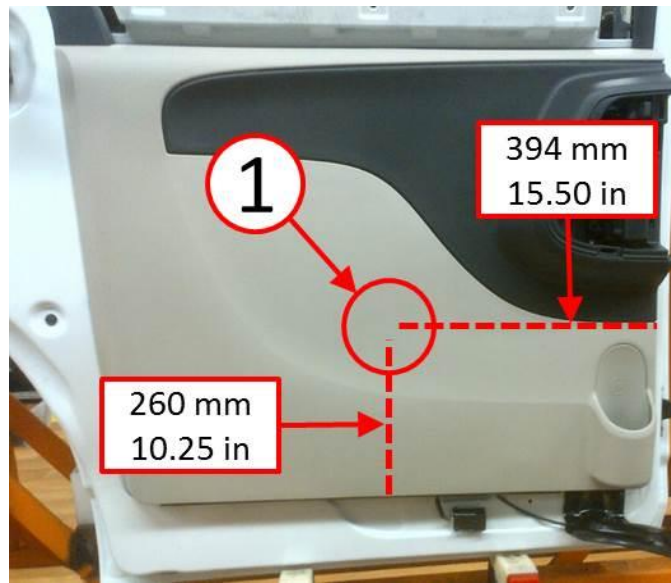


**Fig. 8 Door Panel Retainer Installation**

- 1 - Back Side of Door Panel
- 2 - Dual Lock Clip
- 3 - Sound Deadener

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11. Reinstall both door trim panels. Refer to the detailed procedures available in DealerConnect>TechCONNECT> under: Service Info> 23-Body> Doors - Sliding> PANEL, Door Trim> Installation.
  12. **\*\*Seat the door trim panel by pressing with firm pressure at the attachment location (1) a specified distance from bottom and leading edge of the door trim panel (Fig. 9).\*\***

**NOTE: An audible “click” should be heard when pressing the door trim panel in place.**



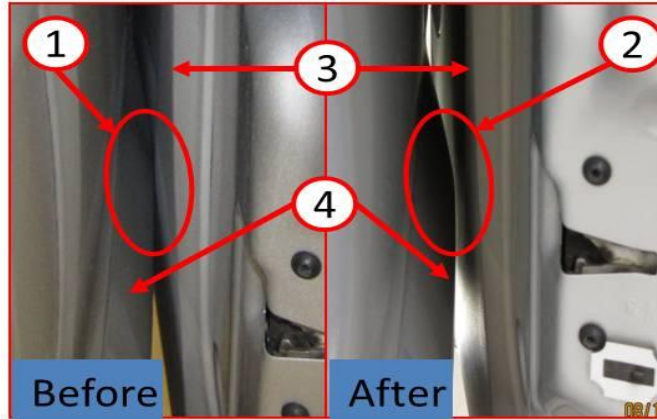
***Fig. 9 Dual Lock Engagement Location***

1 - Attachment Location

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13. Validate door trim panel clearance to rear quarter panel (Minimum Gap is 3/16 in / 6 mm) (Fig. 10).

**NOTE: Gap can be checked by applying modeling clay to the suspect area of the quarter panel.**



**Fig. 10 Improved Panel Clearance**

- 1 - Contact Point
- 2 - Panel Clearance
- 3 - Door Trim Panel
- 4 - Quarter Panel

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14. **\*\*Was door trim panel clearance to rear quarter panel (Minimum Gap is 3/16 in / 6 mm) specified in Step #13 achieved?**

- a. YES>>> Repair is complete. Return the vehicle to the customer.
- b. NO>>> Remove one or both door trim panels that did not meet the clearance specification. Refer to the detailed procedures available in DealerConnect>TechCONNECT> under: Service Info> 23 - Body> Doors - Sliding> PANEL, Door Trim> Removal. Then inspect for any interference between the dual lock attachment point (3). Reposition and tape out of the way any cables (2) or labels (1) that may be interfering as shown in (Fig. 11). Then repeat Step #11 through Step #13.\*\*



**Fig. 11 Dual Lock Interference Conditions**

- 1 - Label
- 2 - Cable
- 3 - Dual Lock

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-20-22-9A	Sliding Door Trim Panel, Modify - Both Sides (Skill Level = C, Training Level = 2)	6 - Electrical and Body Systems	0.9 Hrs.
**23-20-22-9C**	**Engage Sliding Door Trim Panel Locking Feature - Both Sides (1 - Semi-Skilled)**	6 - Electrical and Body Systems	0.2 Hrs.
**23-20-22-9E**	**Remove And Install Sliding Door Trim Panel, Clear Obstruction, Engage Locking Feature - One Side (1 - Semi-Skilled)**	6 - Electrical and Body Systems	0.4 Hrs.
**23-20-22-9G**	**Remove And Install Sliding Door Trim Panel, Clear Obstruction, Engage Locking Feature - Both Sides (1 - Semi-Skilled)**	6 - Electrical and Body Systems	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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