



**NUMBER:** 23-043-15

**GROUP:** Body

**DATE:** November 10, 2015

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-109. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**SUBJECT:**  
Liftgate Contacts Roof

**OVERVIEW:**  
This bulletin involves adjusting the liftgate hinge.

**MODELS:**  
2015 (JC) Dodge Journey

**NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA, LATAM, EMEA, APAC**

**NOTE: This bulletin applies to vehicles built on or after November 30, 2014 (MDH 1130XX) and on or before May 01, 2015 (MDH 0501XX).**

**SYMPTOM/CONDITION:**  
Liftgate contacts roof

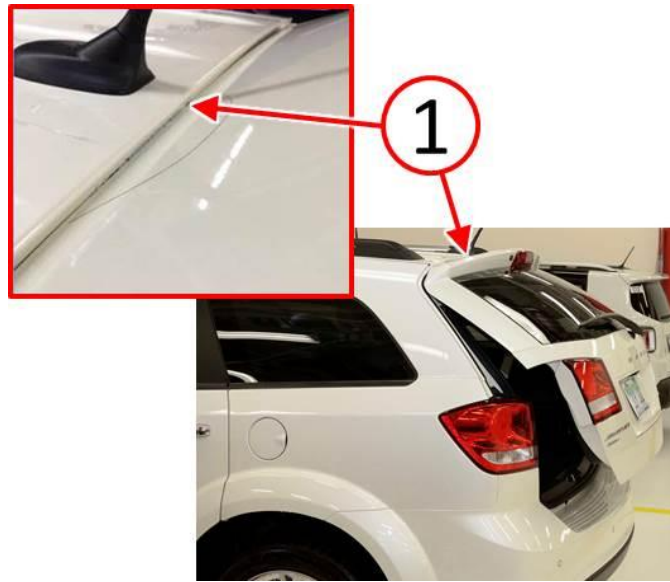
**DIAGNOSIS:**  
If the vehicle's VIN is listed in VIP or your RRT VIN list, perform the Repair Procedure.

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

2022300230	Gauges, Clearance Measurement, Non-Metallic (Required Essential Tool)
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**REPAIR PROCEDURE:**

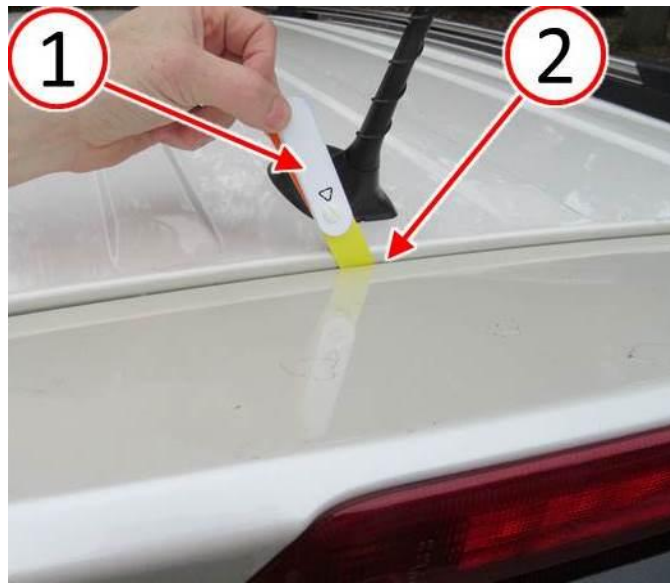
1. Open the liftgate slowly while inspecting for contact between the liftgate and the roof near the center of the vehicle at the location shown in (Fig. 1).
2. Is contact between the liftgate and the roof visible while opening the liftgate?
  - a. YES>>> Proceed directly to [Step #6](#).
  - b. NO>>> Continue with [Step #3](#).



**Fig. 1 Location Of Contact Between Liftgate To Roof**

1 - Contact Location

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3. Open the liftgate approximately half way until the gap near the center of the vehicle between the liftgate and the roof is at the closest position.
  4. Attempt to pass a 0.5 mm (0.02 in.) non-metallic clearance measurement gauge (1) along the gap (2) between the liftgate and the roof while concentrating on the most center area where the gap is at a minimum (Fig. 2).
  5. Did the feeler gauge pass freely without drag or hesitation?
    - a. YES>>> This bulletin has been completed, use LOP (23-00-30-92) to close the active RRT.
    - b. NO>>> Continue with the Repair Procedure [Step #6](#).

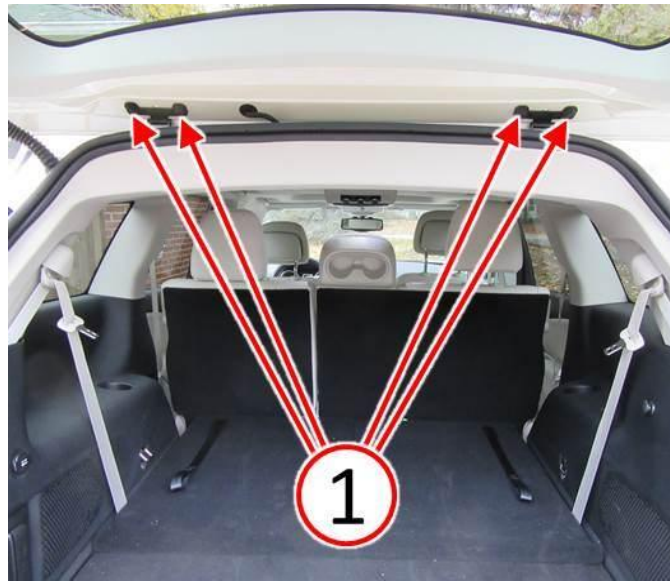


**Fig. 2 Inspect For Clearance Between Liftgate To Roof**

1 - Non-Metallic Clearance Measurement Gauge

2 - Gap Between The Liftgate And The Roof

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6. Loosen the bolts (1) securing the hinge to liftgate (Fig. 3).
  7. Move the liftgate away from the vehicle body while utilizing a non-metallic clearance measurement gauge to determine when 0.5 mm (0.02 in.) of clearance between the liftgate and the roof has been achieved. Do not exceed 7.7 mm (0.30 in.) gap between the liftgate and the roof with the liftgate closed per the gap and flush specifications available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Body Structure> Gap and Flush> Specifications.
  8. Tighten the bolts (1) to 28 N·m (21 ft. lbs.) (Fig. 3).



**Fig. 3 Liftgate Hinge Adjustment**

1 - Liftgate Hinge Bolts

9. Retest the gap as described in [Step #3](#) and [Step #4](#). If contact still occurs, return to [Step #6](#). If contact is not noticed and the 0.5 mm (0.02 in.) non-metallic clearance measurement gauge passes freely between the liftgate and the roof, the Repair Procedure has been completed.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-00-30-92	Inspect And/Or Adjust Liftgate Hinges (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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