



Technical Bulletin

Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Routan	2011-2012	3.6L (CJRA)	All	All	All

Condition

58 12 04 October 29, 2012 2031285

Power Sliding Door Will Not Power Close and Makes a Clicking Noise

Technical Background

The Power Sliding Door will not power close and makes a clicking noise at, or near, the full closed position.

Production Solution

Production change to the power sliding door module October 13, 2012.

Service



Note:

This bulletin only applies to vehicles built before October 13, 2012.

Customers may experience that the power sliding door will not power close. The sliding door will be stuck in the open position and the motor will make a clicking noise. There are no stored Diagnostic Trouble codes (DTC's) in the power sliding door module for this issue. This will happen when the PSDM loses the position counts. The sliding door will close manually using the inside or outside door handle. Flashing the PSDM will correct this condition.

1. Using the StarMOBILE verify no DTC's are set. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.
2. Check the part number of both left and right PSDM.
3. Is the PSDM part number 68079909AA?
 - a. Yes, Proceed to repair procedure, Step #1.
 - b. NO, This bulletin doesn't pertain and normal diagnostic should be performed.

If the customer describes the symptom, perform the Repair Procedure.

Technical Bulletin



REPAIR PROCEDURE:



Note:

Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process. If this flash process is interrupted/aborted, the flash should be restarted.

1. Flash reprogram the PSDM.
2. Has the PSDM part number update to 68079909AB?
 - a. Yes, Proceed to Step #3.
 - b. NO, The module needs to be reprogrammed again. Proceed to the repair procedure, Step #1.



If the PSDM has been flashed a number of times then this bulletin doesn't pertain and further diagnostics need to be performed.

3. Has both PSDM's been updated with the latest software?
 - a. Yes, Proceed to Step #4.
 - b. No, Perform flash on the other PSDM, proceed to the repair procedure, Step #1.
4. Clear any DTC's that may have been set in other modules due to reprogramming.
5. Perform the Power Sliding Door Learn Cycle for each Power Sliding Door. Refer to Elsa Web Repair Manual/ Body/Body Exterior/Group 58 Rear Doors/General Information/Power Sliding Door Learn Cycle.

Technical Bulletin



Warranty



Note:

This bulletin only applies to vehicles built before October 13, 2012

All Routan pre and post road test and StarMOBILE time units are included in the labor operation. Therefore, no road test or StarMOBILE 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	2011-2012	3.6L (CJRA)	All	All	All
SAGA Coding					
Claim Type:			Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST	Damage Location (Depends on Service No.)		
5842	0039	CWM2031285	Use applicable when indicated in ElsaWeb (L/R)		
Parts Manufacturer		Routan		USM ²⁾	
Labor Operation ³⁾ : Inspect only			58420299 = 40 TU		
Labor Operation ³⁾ : Inspect and update software			58422699 = 40 TU		
Causal Part: Select Labor Operation			5842****		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 00 TU max.		NO		
Road Test	01210002 01210004		NO		
Technical Diagnosis	0132xxxx = 00 TU max.		NO		
Claim Comment: Input "As per Technical Bulletin 2031285" in comment section of Warranty Claim.					

Technical Bulletin



- 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

No special parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC 940)
StarMOBILE Tester Kit	CH9401 (Software level 10.04.15 or higher)

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.