

SB-10052331-7555

NUMBER: 23-022-13

GROUP: Body

DATE: May 31, 2013

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SUBJECT:

Wet Carpet At Right And/Or Left Front Floor

OVERVIEW:

This bulletin involves inspecting and if necessary creating a drain hole in the foam at the lower cowl to allow water to drain.

MODELS:

2013

(RT)

Caravan / Town and Country (Includes International Markets)

NOTE: This bulletin applies to vehicles built on or after December 1, 2012 (MDH1201XX) and on or before February 17, 2013 (MDH0217XX).

SYMPTOM/CONDITION:

Wet carpet at right and/or left front floor.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	6509288AA	Clip, Cladding, Rear Sill

REPAIR PROCEDURE:

1. Inspect the left and right front carpet near the cowl trim panel. Was either side wet?
 - a. Yes>>> Proceed to [Step #3](#).
 - b. No>>> Proceed to [Step #2](#).
2. Apply a steady flow of water at the cowl screen/fender/windshield area ([Fig. 1](#)) for 60 seconds and evaluate the kick panel area ([Fig. 2](#)). Did water begin to enter the vehicle?
 - a. Yes>>> Reinstall the cowl trim panel. Refer to the detailed procedures available in DealerConnect> TechCONNECT under: Service info> 23-Body> Interior> Panel, Cowl Trim> Installation. Proceed to [Step #3](#).
 - b. No>>> Continue further diagnosis, this bulletin does not apply.

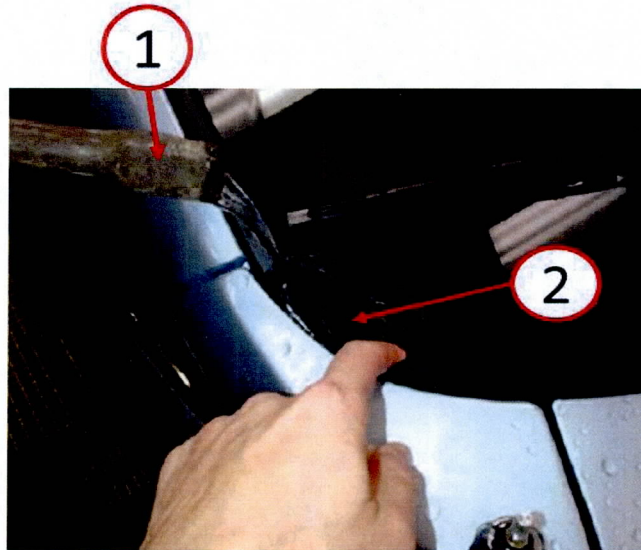


Fig. 1 Water Leak Test

- 1 - Water Hose
 - 2 - Cowl Screen/Windshield/Fender Area
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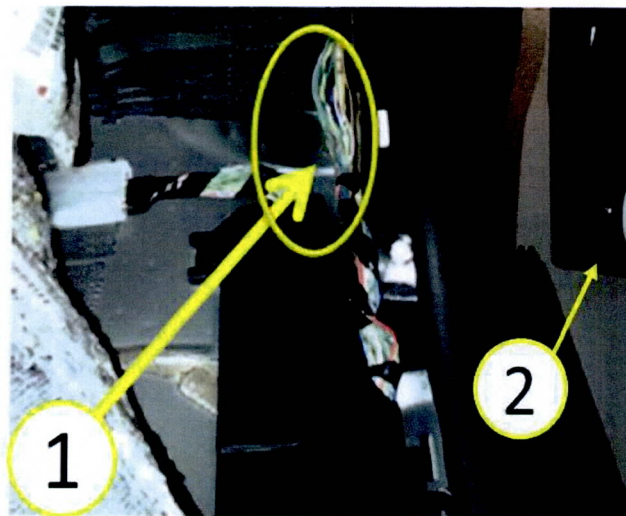


Fig. 2 Front Floor

- 1 - Suspect Leak Area
 - 2 - Right Front Door
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3. Raise the vehicle on a suitable hoist. Refer to the detailed service procedures available in DealerCONNECT > TechCONNECT under: Service Info > 04- Vehicle Quick Reference > Hoisting > Standard Procedure > Hoisting.
4. Remove the front rear sill cladding clip on the left and right side (Fig. 3). Position the rear sill cladding to access the mounting hole (Fig. 4).

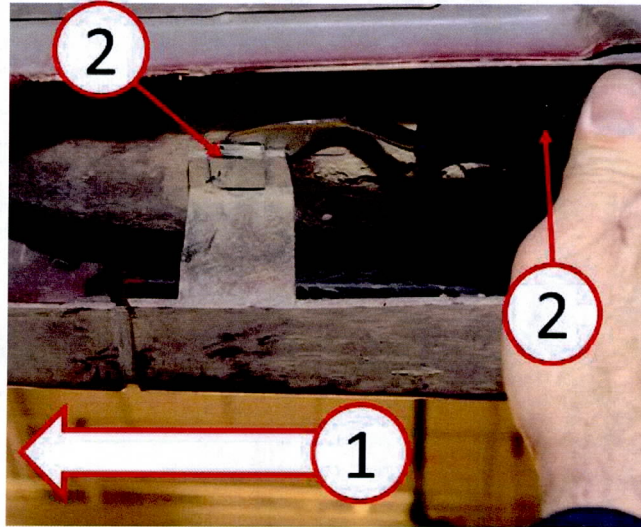


Fig. 3 Right Rear Sill Cladding

- 1 - Front Of The Vehicle
 - 2 - Front Rear Sill Cladding Clip
 - 3 - Clip Removal Tool
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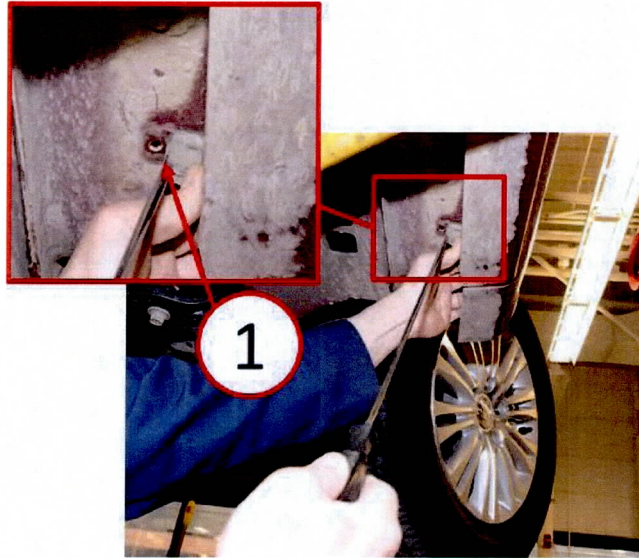


Fig. 4 Mounting Hole

1 - Mounting Hole

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5. Insert a rod or screwdriver shown in (Fig. 5) that is 6mm (1/4") in diameter and approximately 406.4mm (16") long at a 30 degree angle to puncture the cowl foam.

NOTE: The rod should be completely or near full submersion when it contacts the inner cowl panel.

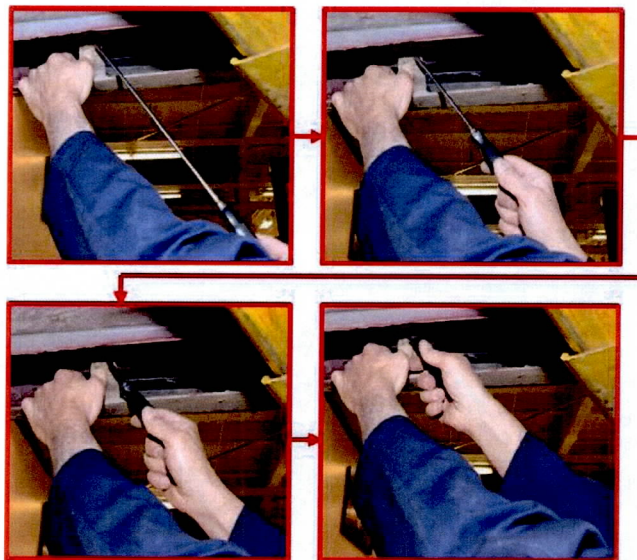


Fig. 5 Rod Orientation

- 6. Remove the rod and replace the front rear cladding clip (p/n 6509288AA) and reinstall rear sill cladding on the left and right side.

NOTE: Water will sufficiently drain through the mounting hole with new clip installed.

- 7. Lower vehicle and return to customer. Refer to the detailed service procedures available in DealerCONNECT > TechCONNECT under: Service Info > 04- Vehicle Quick Reference > Hoisting > Standard Procedure > Hoisting.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
23-50-01-9B	Inspect Cowl Trim Floor Area Only (2 - Skilled)	0.2 Hrs.
23-50-01-9C	Inspect and Puncture Driver and Passenger Side Cowl Foam (2 - Skilled)	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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