



NUMBER: 23-004-14

GROUP: Body

DATE: February 18, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-015. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Missing Front and Second Row Floor Mats

OVERVIEW:

This bulletin involves inspecting and if missing installing floor mats at the front and second row.

MODELS:

2013 RT Town and Country

NOTE: This bulletin applies to vehicles built on or after May 6, 2013 (MDH 1001XX) and on or before June 28, 2013 (MDH 0628XX) equipped with easy clean floor mats (Sales Codes CLA, CLB, and CLC).

SYMPTOM/CONDITION:

Missing front and second row floor mats.

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)	1ZZ711X9AB	Mat kit, Front Right and Left
1 (AR)	1ZZ721X9AB	Mat, Second Row Left
1 (AR)	1ZZ731X9AB	Mat, Second Row Right

REPAIR PROCEDURE:

1. Inspect the first and second row for floor mats, were they missing?

- a. Yes>>> Install floor mats.
- b. No>>> This bulletin does not apply, return the vehicle to the customer or dealer inventory.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-21-24-93	Inspect for first and second row floor mats only (0- Introduction)	6- Electrical and Body Systems	0.2 Hrs.
23-21-24-94	Inspect and install first and second row floor mats only (0- Introduction)	6- Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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