

NUMBER: 23-005-14

GROUP: Body

DATE: February 22, 2014

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SUBJECT:

Rattle, Tick, Or Squeak From The Instrument Panel Area

OVERVIEW:

This bulletin involves removing the cowl panel cover and repositioning a metal tab on the lower plenum.

MODELS:

2012 - 2013 (RT) Caravan, Grand Voyager, Town And Country

NOTE: This bulletin applies to vehicles built on or after September 9, 2011 (MDH 0909XX) and on or before March 6, 2013 (MDH 0306XX).

SYMPTOM/CONDITION:

A sheet metal contact or touch condition under the cowl panel cover in either right or left corner of the plenum below the hood hinge may cause the rattle, tick, or squeak noise.

DIAGNOSIS:

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

REPAIR PROCEDURE:

1. Verify the customer concern by driving the vehicle over a variety of road surfaces. If a rattle, tick, or squeak noise is heard and nothing can be touched inside the vehicle to eliminate the noise, continue with the repair procedure.
2. Remove the cowl panel cover to access the outboard end rear corners (1) of the lower plenum (Fig. 1). Refer to the detailed procedure in DealerCONNECT> TechCONNECT> Service> 23 - Body> Exterior> COVER, Cowl Panel> Removal.

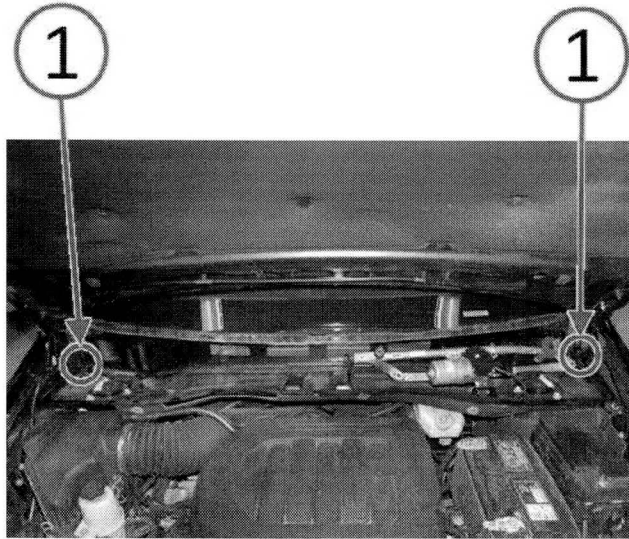


Fig. 1 Area Under The Cowl Panel Cover

1 - Lower Plenum Rear Corners

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3. With a flashlight, look for a touch condition (metal to metal contact) of a sheet metal tab (3) contacting the body inner panel (2) at the outboard ends (rear corners) of the plenum (1, 4). The contact area will be under the hood hinge on the side of the vehicle where the noise was most noticeable (Fig. 2).

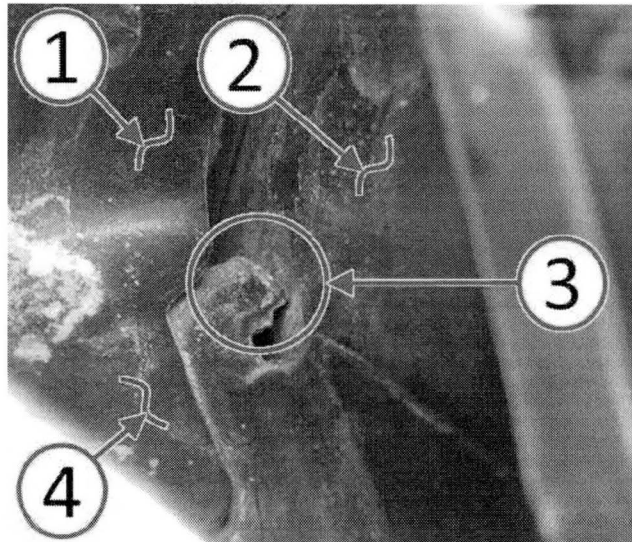


Fig. 2 Close Up Of Contact Area Under The Cowl Panel Cover

- 1 - Upper Plenum
- 2 - Body Inner Panel
- 3 - Metal Tab - Area Of Concern
- 4 - Lower Plenum

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4. With a pry bar or equivalent, position the lower plenum sheet metal tab away from the body inner panel.

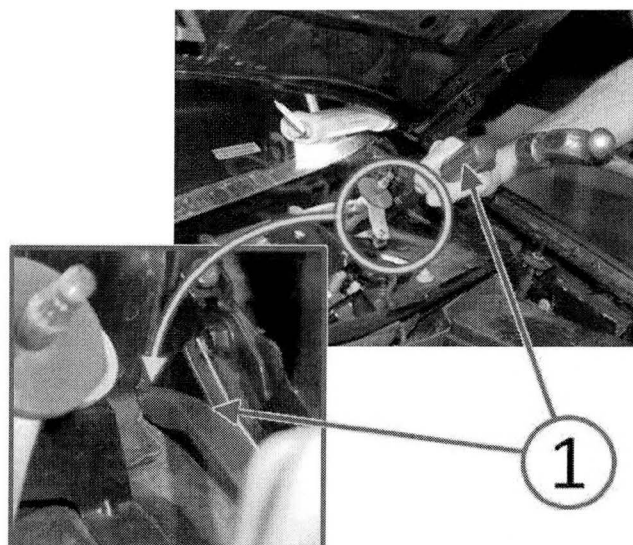


Fig. 3 Position Metal Tab Away From Inner Body Panel

- 1 - Pry Bar Or Equivalent
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5. Ensure that the lower plenum sheet metal tab has been position away from and is not touching the body inner panel (Fig. 4).

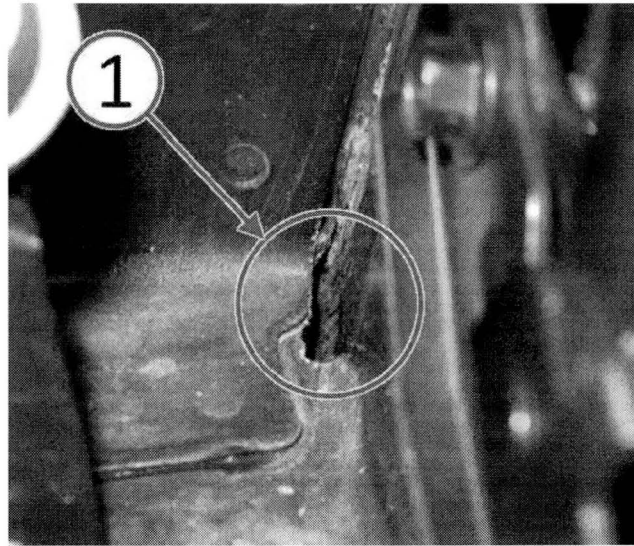


Fig. 4 Verify Metal Tab Is Not Contacting Inner Body Panel

1 - Lower Plenum Rear Corners

6. Repeat the metal tab repositioning process for the opposite side.
7. Install the cowl panel cover. Refer to the detailed procedure in DealerCONNECT> TechCONNECT> Service> 23 - Body> Exterior> COVER, Cowl Panel> Installation.
8. Verify that the noise has been eliminated by driving the vehicle along the same route and over a variety of road surfaces.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-02-08-95	Modify Metal Tab At Lower Plenum (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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