

NUMBER: 23-012-12 REV. A

GROUP: Body

DATE: October 04, 2012

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 23-012-12, DATED MARCH 20, 2012 WHICH SHOULD BE REMOVED FROM YOUR FILES.

SUBJECT:

Sliding Door Trim Contacting Vehicle Rear Quarter

OVERVIEW:

This bulletin involves installing an additional door panel retention point to prevent the door panel from bowing and contacting the body when the sliding door is opened.

MODELS:

| | | |
|-------------|------|---------------------------|
| 2008 - 2012 | (RT) | Dodge Caravan |
| 2008 - 2012 | (RT) | Chrysler Town and Country |

NOTE: This bulletin applies to vehicles built prior to February 11, 2012 (MDH 0211XX).

SYMPTOM/CONDITION:

The customer may experience a door trim panel contacting the quarter panel on either side when opening either of the sliding doors.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|------|------------|--|
| 2 | 68163978AA | RT Sliding Door Repair Kit (One Kit Services One Door) |

SPECIAL TOOLS/EQUIPMENT REQUIRED:

| | |
|-----|--|
| NPN | Isopropyl Alcohol |
| NPN | 3M 4298 Adhesion Promoter or Equivalent |
| NPN | Kent P20165 Leak Trace Powder or Equivalent One 12oz can will service approximately 12 vehicles |

DIAGNOSIS:

In some instances interior door panel to quarter panel contact has been noted on both left and right sides of the vehicle. Design clearances of the interior door panel are aggravated by heat which causes the door panel to relax and bow, which may contact the rear quarter panel (Fig. 1). In order to correct this condition and avoid costly paint repairs an additional retention point needs to be added to prevent the door panel bowing condition. If the customer describes the symptom, perform the Repair Procedure.

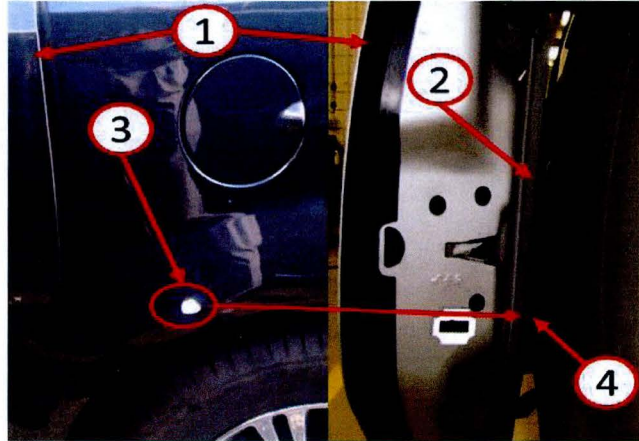


Fig. 1 Door Trim Contact

- 1 - Sliding Door
 - 2 - Interior Door Trim Panel
 - 3 - Quarter Panel Contact Point
 - 4 - Panel Clearance Area
-

REPAIR PROCEDURE:

1. Remove both door trim panels. Refer to the detailed procedures available in DealerConnect>TechCONNECT> under: Service Info> 23-Body> Doors - Sliding> PANEL, Door Trim> Removal.
2. Remove the standoff from the back side of each door panel (Fig. 2).

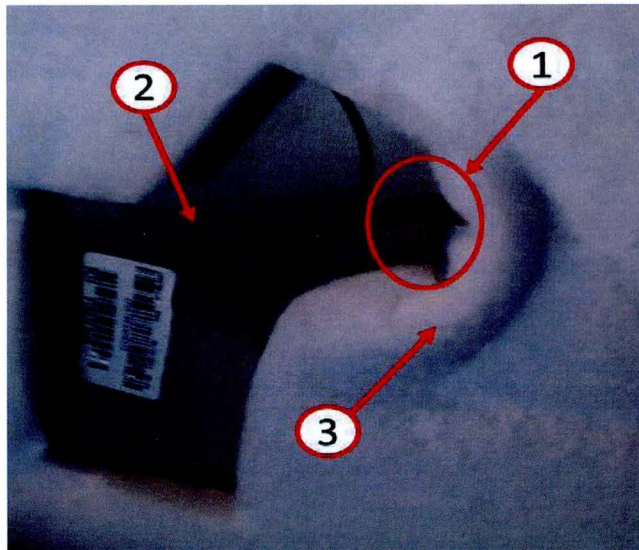


Fig. 2 Standoff Removal

- 1 - Standoff
 - 2 - Back Side of Door Panel
 - 3 - Sound Deadener
-

3. Cut the sound deadener on the back side of each door panel as shown in (Fig. 3).

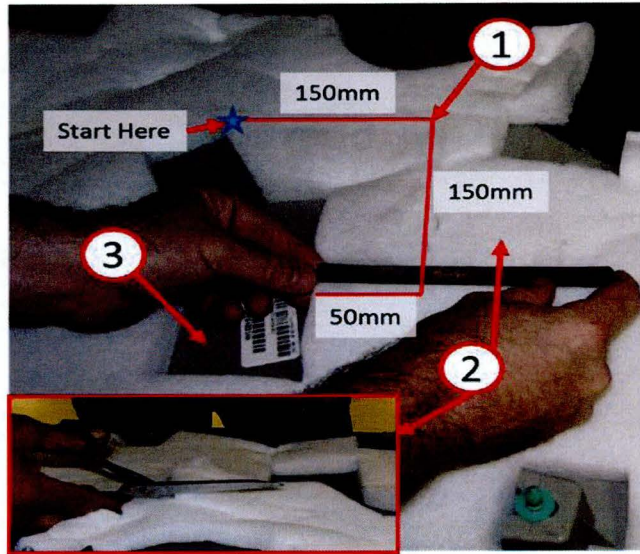


Fig. 3 Trim Sound Deadener

- 1 - Cut Line
 - 2 - Sound Deadener
 - 3 - Back Side of Door Panel
-

- Carefully drill a 5/16"(8mm) hole through door module at the center of the formation/standoff (1) directly above the door module (if equipped) or just forward of the part number tag (Fig. 4).

NOTE: Make sure door window is in the full upward position before drilling hole in door module.

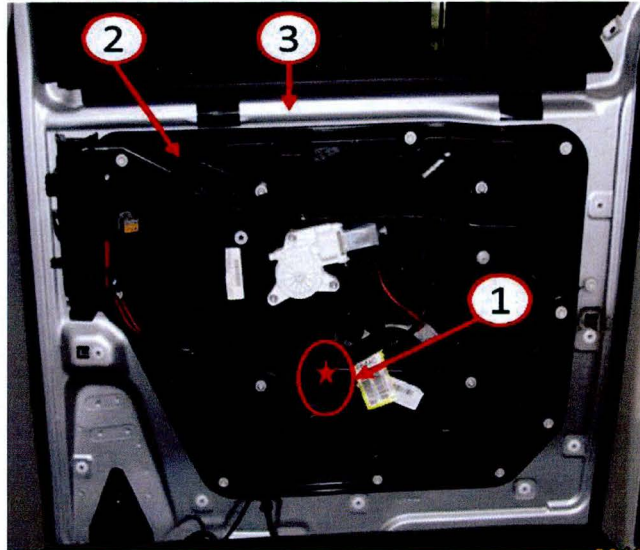


Fig. 4 Door Module Preparation

- 1 - Drill Location
 - 2 - Door Module
 - 3 - Sliding Door
-

5. Fully seat the white dual lock push clips (1) from repair kit into the 5/16" (8mm) hole in the door modules (Fig. 5).

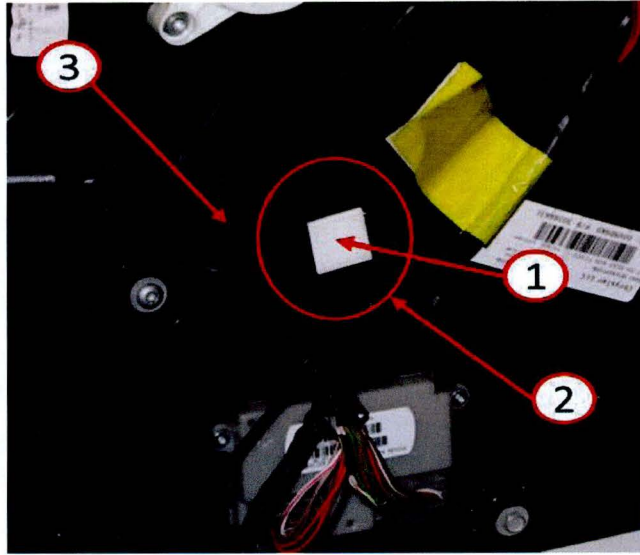


Fig. 5 Door Module Retainer Installation

- 1 - Dual Lock Push Clip
 - 2 - Drilled Hole Location
 - 3 - Door Module
-

6. Temporarily engage the dual lock halves in order to transfer the clip location from the module to the door panel using Kent Leak Trace Powder or equivalent and scribe the clip location on the back side of the door panel as shown in (Fig. 6).

NOTE: Door trim panel(s) will need to be rough set and pressurized to transfer the contact location. Leak trace powder should be applied to the approximate clip location on the back side of the door trim panel.

NOTE: Do not engage dual lock halves and remove peel-off backing to locate the door trim panel side of the clip as this could result in an improperly placed clip while reinstalling the door panel. Improperly placing the clip can possibly destroy it if removal or repositioning is required. Do not use grease to transfer clip location as this will leach into the plastic surface of the trim panel and affect clip adhesive retention.

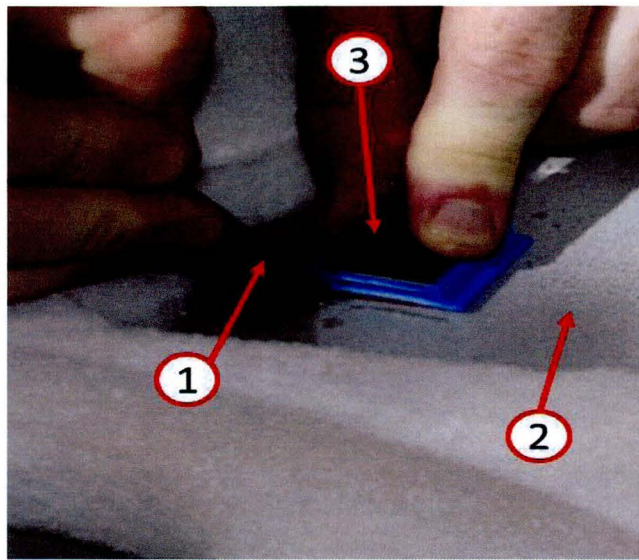


Fig. 6 Door Panel Preparation

- 1 - Scribe
 - 2 - Back Side of Door panel
 - 3 - Dual Lock Retaining Clip
-

7. Clean the surface area (1) of both door trim panels to be bonded with isopropyl alcohol (Fig. 7).
8. Once the alcohol has evaporated apply 3M 4298 adhesion promoter or equivalent to the surface area (1) where the dual lock adhesive backer will bond (Fig. 7).

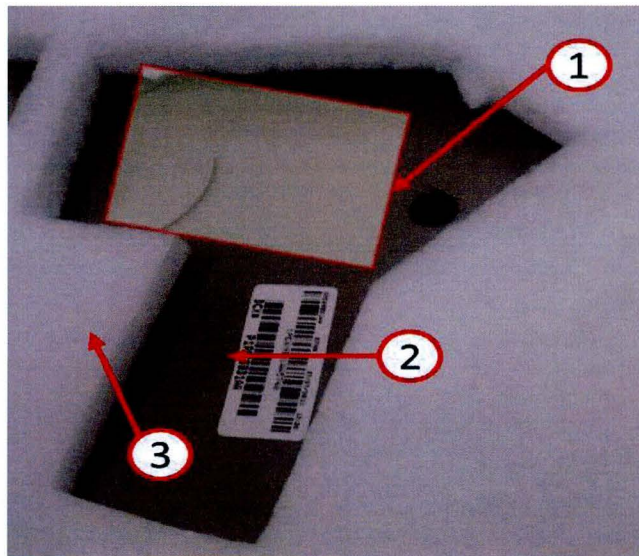


Fig. 7 Door Panel Preparation

- 1 - Clip Bonding Area
 - 2 - Back Side of Door Panel
 - 3 - Sound Deadener
-

9. Firmly pressurize the blue dual lock clip at scribed location for 5 seconds after removing the protective backing off the adhesive side of the clip.

NOTE: Let the blue dual lock clip cure for 1 hour before reinstalling the door trim panels.

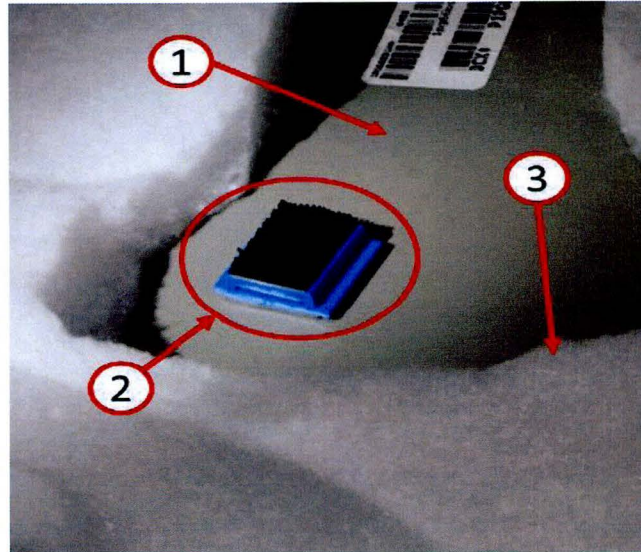


Fig. 8 Door Panel Retainer Installation

- 1 - Back Side of Door Panel
- 2 - Dual Lock Clip
- 3 - Sound Deadener

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10. Reinstall both door trim panels. Refer to the detailed procedures available in DealerConnect>TechCONNECT> under: Service Info> 23-Body> Doors - Sliding> PANEL, Door Trim> Installation.
 11. Seat door trim panel and press at new attachment location.

NOTE: An audible “click” should be heard when pressing the door trim panel in place

12. Validate door trim panel clearance to rear quarter panel (Min Gap is 3/16" / 6mm) (Fig. 9).

NOTE: Gap can be checked by applying modeling clay to the suspect area of the quarter panel.

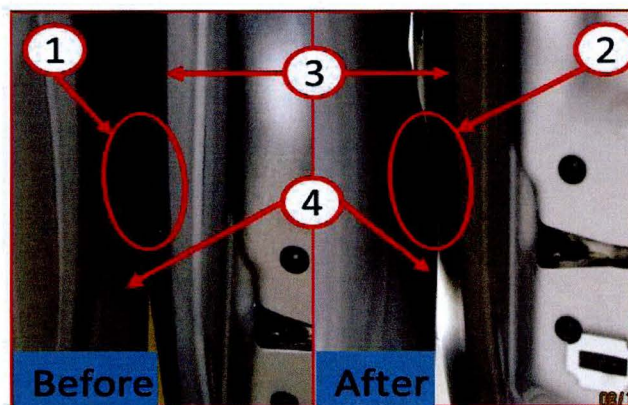


Fig. 9 Improved Panel Clearance

- 1 - Contact Point
- 2 - Panel Clearance
- 3 - Door Trim Panel
- 4 - Quarter Panel

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Amount |
|---------------------|--|----------|
| 23-20-22-9A | Sliding Door Trim Panel, Modify - Both Sides (Skill Level = C, Training Level = 2) | 0.9 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|