

NUMBER: 23-024-14

GROUP: Body

DATE: September 19, 2014

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SUBJECT:

Water In The Jack Storage Area

OVERVIEW:

This bulletin involves sealing the left side fascia support flange.

MODELS:

2010 - 2012 (RT)

Caravan / Town & Country / Grand Voyager

NOTE: This bulletin applies to vehicles built on or after September 24, 2010 (MDH 0924XX) and on or before August 09, 2012 (MDH 0809XX).

SYMPTOM/CONDITION:

The customer may describe water entering the jack storage compartment and/or a wet jack storage bag and/or wet jack storage compartment liner material.

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	NPN	Kent® Spray Leak Check Sealer P50087 (24 oz can)
1 (AR)	NPN	Kent® Spray Leak Check 12 in. Extension Tubes P90175 (package of 12)

NOTE: Each Kent® Spray Leak Check P50087 will service approximately 10 vehicles.

NOTE: Each package of Kent® Spray Can Extension Tubes P90175 will service approximately 12 vehicles.

REPAIR PROCEDURE:

1. Remove the tail lamps in order to access the rear fascia fasteners. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 08 - Electrical> 8L - Lamps and Lighting> Lamps/Lighting - Exterior> LAMP, Tail> Removal.
2. Remove the rear fascia to expose the left side fascia support flange at the aft bottom of the bodyside. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 13 - Frame and Bumpers/Bumpers> FASCIA, Rear> Removal.
3. Clean inside the left side fascia support flange slot to remove any dirt or debris (Fig. 1).

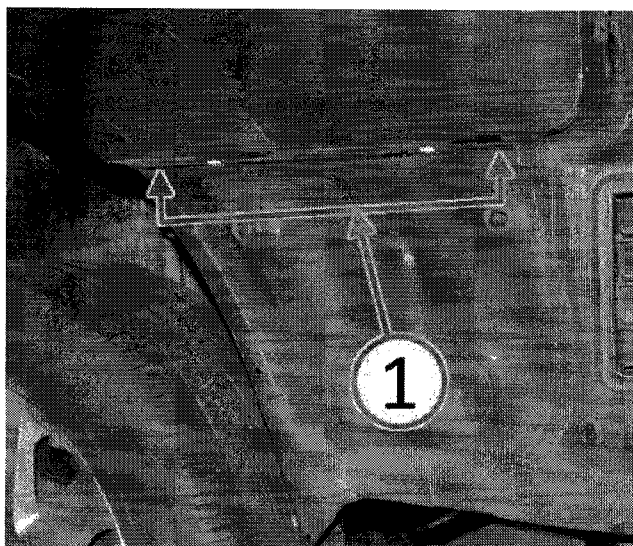


Fig. 1 Clean Fascia Support Flange Slot

1 - Fascia Support Flange Slot

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4. Oval or flatten slightly the end of the Kent® Spray Leak Check sealer extension tube (1) in order to allow the tube to fit into the fascia support flange slot (2) (Fig. 2).

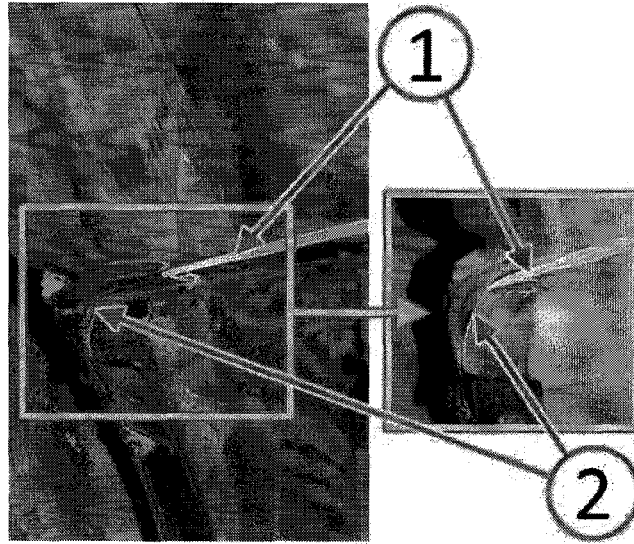


Fig. 2 Modify Applicator Tube To Fit Slot

- 1 - Applicator Extension Tube
- 2 - Fascia Support Flange

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5. Use the extension tube to apply Kent® Spray Leak Check sealer into the entire length of the left side fascia support flange (Fig. 3) and (Fig. 4).

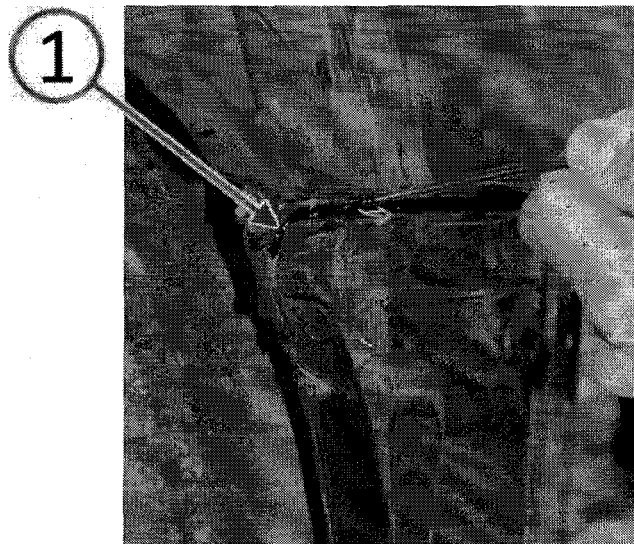


Fig. 3 Apply Sealer Into Back Of Slot

- 1 - Leak Check Sealer
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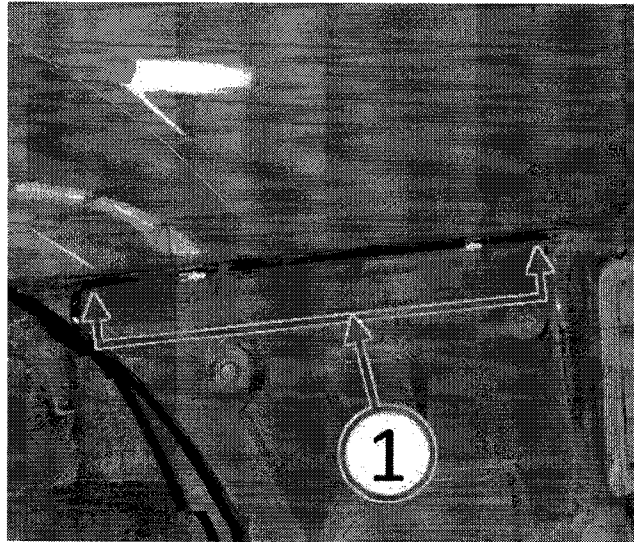


Fig. 4 Apply Sealer To Entire Length Of Slot

1 - Fascia Support Flange

6. Using a cotton swab or equivalent tool, wipe away any excess sealer that may prevent installation of the rear fascia flange (Fig. 5).

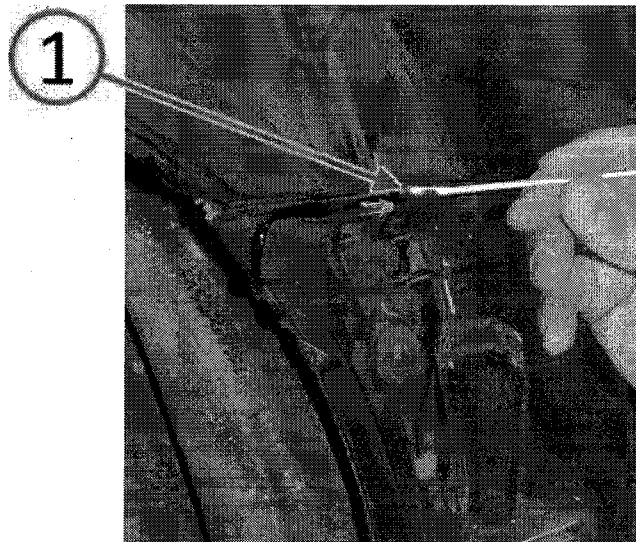


Fig. 5 Remove Any Excess Sealer

1 - Cotton Swab Or Equivalent

7. Allow the Kent® Spray Leak Check sealer to dry per the manufacturer's directions; approximately 15 minutes. Then repeat the application process Step #5 and Step #6 for the second coat of sealant.
8. Install the rear fascia. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 13 - Frame and Bumpers/Bumpers> FASCIA, Rear> Installation.
9. Install the tail lamps. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 08 - Electrical> 8L - Lamps and Lighting> Lamps/Lighting - Exterior> LAMP, Tail> Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-50-45-94	Seal The Fascia Support Flange (2 - Skilled)	6 - Electrical and Body Systems	1.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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PART REIMBURSEMENT DETAIL:

Part No:	Description
NPN	1/10 Of Kent® Spray Leak Check P50087
NPN	1/12 Of Kent® Spray Can Extension Tubes P90175

NOTE: This part number is for reimbursement only and will need to be claimed for 1/10 the value of Kent® Spray Leak Check P50087 or it will be rejected. If this is a non-MOPAR part or product, a copy of the invoice showing the purchase of the non-MOPAR part or product needs to be attached to the reimbursement claim.

NOTE: This part number is for reimbursement only and will need to be claimed for 1/12 the value of Kent® Spray Can Extension Tubes P90175 or it will be rejected. If this is a non-MOPAR part or product, a copy of the invoice showing the purchase of the non-MOPAR part or product needs to be attached to the reimbursement claim.