



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2012	All	All	All	All

Condition

51 14 01 July 25, 2014 2037787

Rattle, Tick or Squeak from the Instrument Panel Area



Note:

This bulletin applies to vehicles built on or after September 9, 2011 and on or before March 6, 2013.

Technical Background

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.

Production Solution

Production change March 6th, 2013.

Technical Bulletin

Service

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.

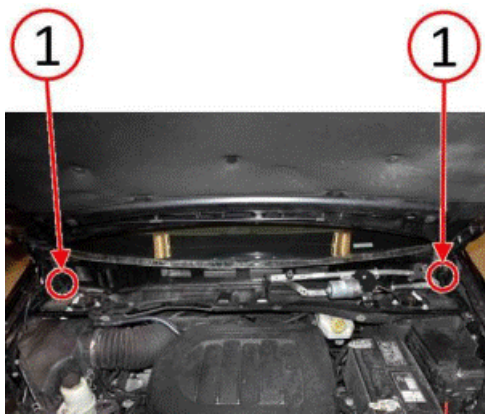


Fig. 1 Area Under The Cowl Panel Cover

- 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 ElsaPro> Repair manual> Body> Body Exterior> Exterior Equipment>Removal/Installation> Cowl Panel



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

- 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).

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

Technical Bulletin

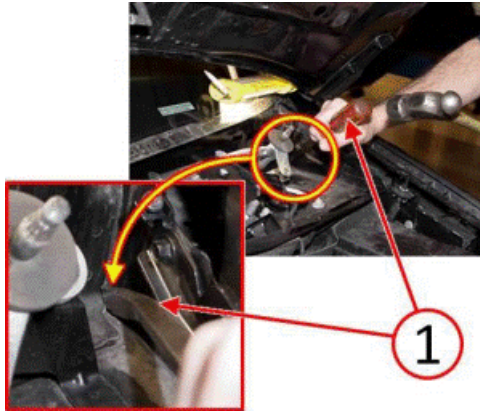


Fig. 3 Position Metal Tab Away From Inner Body Panel

- With a pry bar or equivalent, position the lower plenum sheet metal tab away from the body inner panel (Fig.3).



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

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



Technical Bulletin

Warranty



Note

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All Routan pre and post road test, StarMOBILE and wiTECH time units are included in the labor operation. Therefore, no road test time units will appear in the designated area within the warranty table.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Routan	2012	All	All	All	All
SAGA Coding					
Claim Type:			Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
5165	0020	CWM2037787		Use applicable when indicated in ElsaWeb (L/R)	
Parts Manufacturer		Routan		USM ²⁾	
Labor Operation ³⁾ : Modify Metal Tab At Lower Plenum			51652899 = 40 TU		
Causal Part: Select Labor Operation			51652899		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 00 TU max.			NO	
Road Test	01210002 = 00 TU 01210004 = 00 TU			NO	
Technical Diagnosis	01320000 = 00 TU max.			NO	



Technical Bulletin

Claim Comment: Input "As per Technical Bulletin 2037787" in comment section of Warranty Claim.

- ¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only**
- ²⁾ Code per warranty vendor code policy.**
- ³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.**
- ⁴⁾ Documentation required per Warranty Policy Procedures Manual.**

Required Parts and Tools

No Special Parts required.

No Special Tools required.

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.