



NUMBER: 23-003-13

GROUP: Body

DATE: January 19, 2013

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of Chrysler Group LLC.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-005. 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:

Left And/Or Right Rear Interior Speaker Bolster Is Raised At Quarter Panel Trim

OVERVIEW:

This bulletin involves inspecting and if necessary replacing the right and/or left rear interior speaker bolster trim.

MODELS:

2013 (RT) Caravan / Town and Country

NOTE: This bulletin applies to vehicles equipped with (sales code -X1) Graystone interior built after September 17, 2012 (MDH0917XX) and before September 19, 2012 (MDH0919XX)

SYMPTOM/CONDITION:

Left and/or right rear interior speaker bolster is raised at quarter panel trim

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)	0ZT83BD1AG	Left, Rear Speaker Bolster
1 (AR)	0ZT82BD1AG	Right, Rear Speaker Bolster

REPAIR PROCEDURE:

1. Inspect the right and left rear speaker bolster at the area shown in ([Fig. 1](#)). Was the speaker bolster over flush and seated on the A-surface of the quarter panel trim?

- a. Yes>>> Remove and replace the right and/or left rear speaker bolster. Refer to the detailed service procedures available in: DealerConnect> TechCONNECT under: Service Info> 23-Body> Interior> Panel, Quarter Trim, Bolster> Removal/Installation.
- b. No>>> Proceed to [Step #2](#).

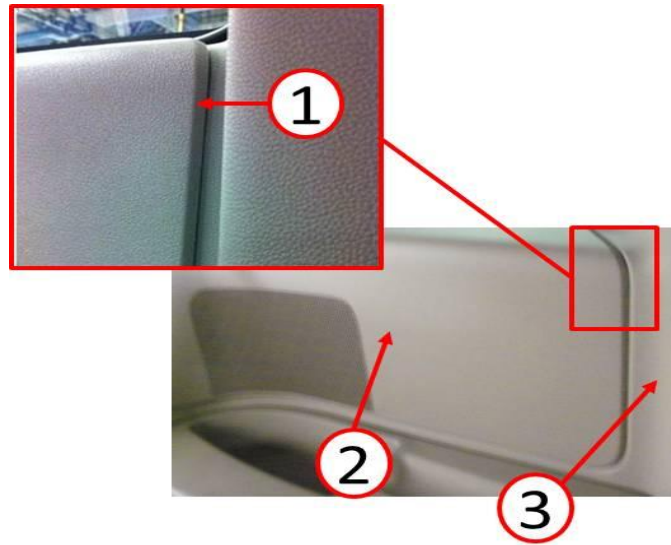


Fig. 1 Speaker Bolster Trim

- 1 - Over flush and seated on the a-surface of the interior quarter panel trim
- 2 - Interior speaker bolster
- 3 - Interior quarter panel trim

2. Return the vehicle to the customer or dealer inventory.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
23-20-54-93	Inspect The Right And Left Rear Speaker Bolster Trim Only (1 - Semi-Skilled)	0.2 Hrs.
23-20-54-94	Inspect The Right And Left Rear Speaker Bolster Trim And Replace One Side Only (1 - Semi-Skilled)	0.2 Hrs.
23-20-54-95	Inspect The Right And Left Rear Speaker Bolster Trim And Replace Both Sides (1 - Semi-Skilled)	0.2 Hrs.

FAILURE CODE:

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