

**NUMBER:** 23-003-13

**GROUP:** Body

**DATE:** January 19, 2013

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**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.

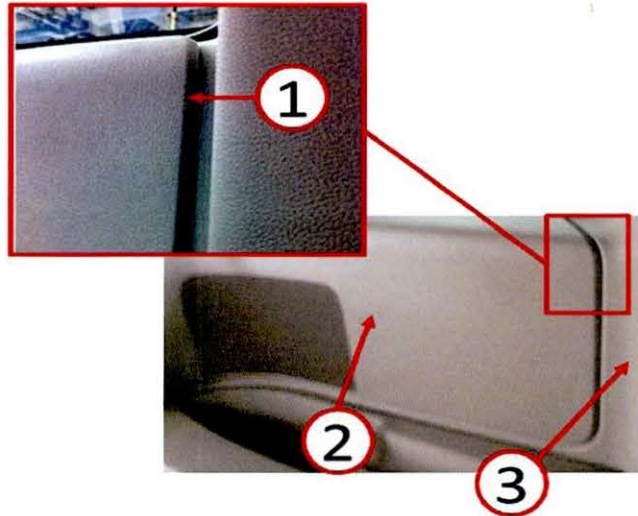
**PARTS REQUIRED:**

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
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