



NUMBER: 23-028-13
GROUP: Body
DATE: August 06, 2013

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SUBJECT:
3rd Row Seat Unstow Strap Detached From Seat Bottom Frame

OVERVIEW:
This bulletin involves removing the 3rd row stow and go seats to partially remove the bottom seat cushion cover and reinstall and/or modify the unstow seat straps.

MODELS:
2012 (RT) Caravan / Town and Country

SYMPTOM/CONDITION:
The customer may experience the 3rd row seat unstow strap(s) (Fig. 1) detach from the bottom seat cushion frame when attempting to return the seats from the stowed to upright position.



Fig. 1 Third Row Seat Bottom Pull Strap Locations

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

PARTS REQUIRED:

Qty.	Part No.	Description
2 (AR)	05139471AB	Seat, Pull Strap

SPECIAL TOOLS/EQUIPMENT REQUIRED:

NPN	Bolt (1/4"-20 x 1/2" Long) or (M6/6mm x 12mm)
NPN	Flat Washer, (1/4"-20 x 1/2" Dia.) or (M6/6mm x 12mm)
NPN	Lock Nut, (1/4"-20) or (M6/6mm)

REPAIR PROCEDURE:

1. Remove both third row stow and go seats. Refer to the detailed procedures available in DealerConnect >TechCONNECT > under: Service Info > 23 - Body > Seats, Third Row, Stow-n-Go > SEAT, Stow-n-Go > Removal.
2. Remove screws securing the rear trim cover/grocery bag holder (1) (Fig. 2).
3. Remove the inboard and outboard side trim/recliner covers (2) (Fig. 2).
4. Disengage the seat cushion upholstery cover retainer/J-strap (3) from the bottom cushion pan (Fig. 2).
5. Unzip both sides of the bottom seat cushion upholstery cover (4)(Fig. 2).

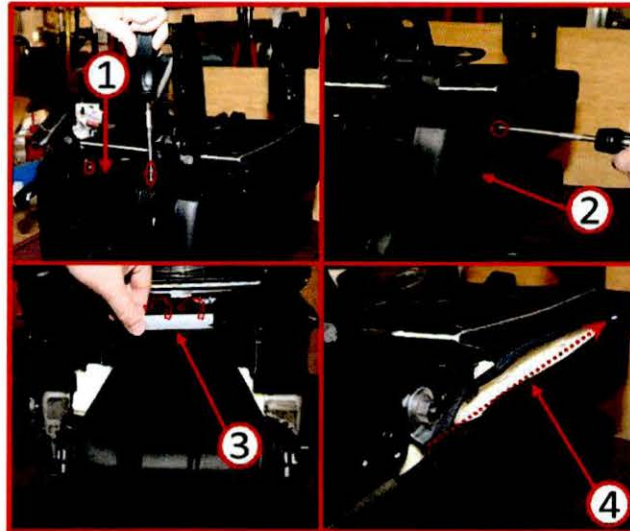


Fig. 2 Remove Seat Cushion Cover Trim

- 1 - Rear Trim Cover/Grocery Bag Holder (3rd Row 40% Bottom Seat Cushion Shown)
- 2 - Side Trim/Recliner Cover (Inboard of 40% Seat Shown Outboard Similar)
- 3 - Seat Cushion Upholstery Retainer/J-Strap (Under Rear Trim Cover)
- 4 - Bottom Seat Cushion Upholstery Cover Zipper (Inboard of 40% Seat Shown Outboard Similar)

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6. Disengage the retaining tabs of the carpeted plastic closeout/flip panel (1) to access and remove the plastic retaining push clips of the seat cushion upholstery cover backer board (2) (Fig. 3).

7. Reposition the seat cushion upholstery cover to gain access to the bottom seat frame pull strap.

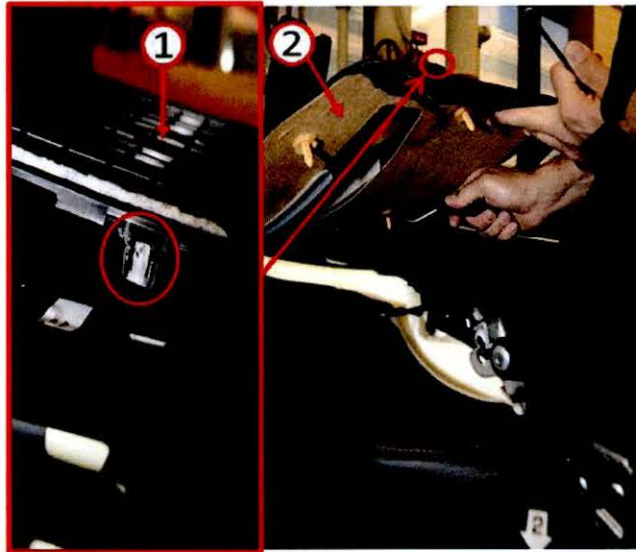


Fig. 3 Partially Remove Seat Cushion Cover

- 1 - Plastic Carpeted Closeout/Flip Panel (Inboard Side Retainer Shown Outboard Side Similar)
- 2 - Seat Cushion Upholstery Cover (Backer Board Shown)

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8. Re-secure a new pull strap to the suspect seat bottom frame and/or modify the existing pull strap by removing the rivet and installing the 1/4"-20x1/2" Bolt with a 1/4"-20x1/2"Dia. Flat Washer on the top side of the pull strap and bottom side of the seat frame and secure the bolt using a 1/4"-20 lock nut (Fig. 4).

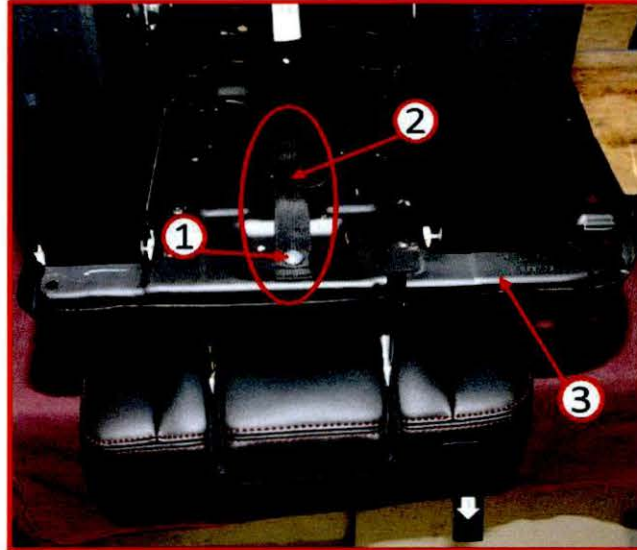


Fig. 4 Reinstall Pull Strap

- 1 - Location of Original Rivet (Retains Pull Strap to Seat Frame)
- 2 - Bottom Seat Frame Pull Strap
- 3 - Bottom Seat Frame (3rd Row 40% Seat Shown 60% Seat Similar)

9. Repeat [Step #2](#) through [Step #8](#) for the opposite 3rd row seat.
10. Reinstall both third row stow and go seats. Refer to the detailed procedures available in DealerConnect >TechCONNECT > under: Service Info > 23 - Body > Seats, Third Row, Stow-n-Go > SEAT, Stow-n-Go > Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-25-90	Install/Modify (Both) Third Row Seat Pull Straps (Skill Level = Introduction, Training Level = 0)	6 - ELECTRICAL AND BODY SYSTEMS	1.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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