

NUMBER: 23-033-13

GROUP: Body

DATE: September 12, 2013

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SUBJECT:

Wind Noise And Excessive Gap Left Front Door Handle

OVERVIEW:

This bulletin involves removing, modifying, and installing the left front exterior door handle.

MODELS:

2013

WD

Durango

NOTE: This bulletin applies to vehicles built on or after May 9, 2013 (MDH 0509XX) and on or before July 04, 2013 (MDH 0704XX).

SYMPTOM/CONDITION:

The customer may experience wind noise and/or note a large gap between the two pieces of the door handle.

DIAGNOSIS:

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

REPAIR PROCEDURE:

1. Remove the left front exterior door handle (Fig. 1). Refer to the detailed removal procedure available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Door - Front> HANDLE, Exterior> Removal.

NOTE: The door handle mounting plate does not need to be removed.

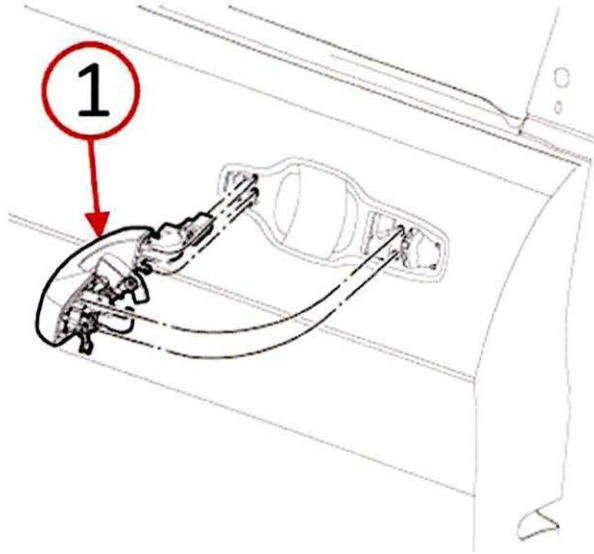


Fig. 1 Remove Door Handle

1 - Exterior Door Handle

2. Break off the two locating pins as shown (1, 2, 3) (Fig. 2).

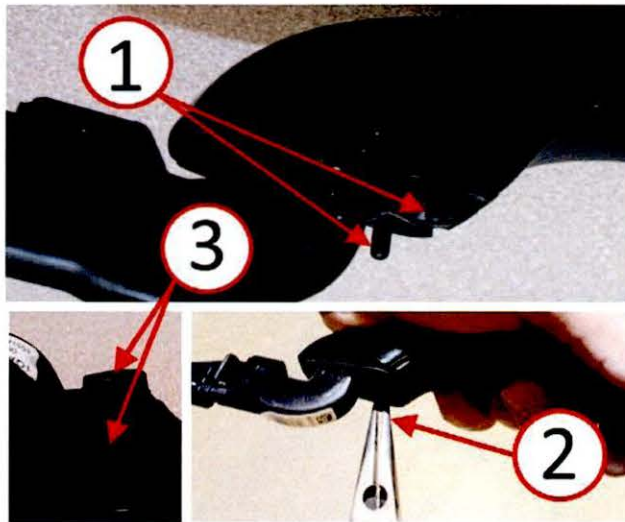


Fig. 2 Locating Pin Removal

1 - Locating Pins

2 - Break Off Locating Pins

3 - Locating Pins Removed

3. Use file or equivalent to remove any burrs left by locating pins (Fig. 3).

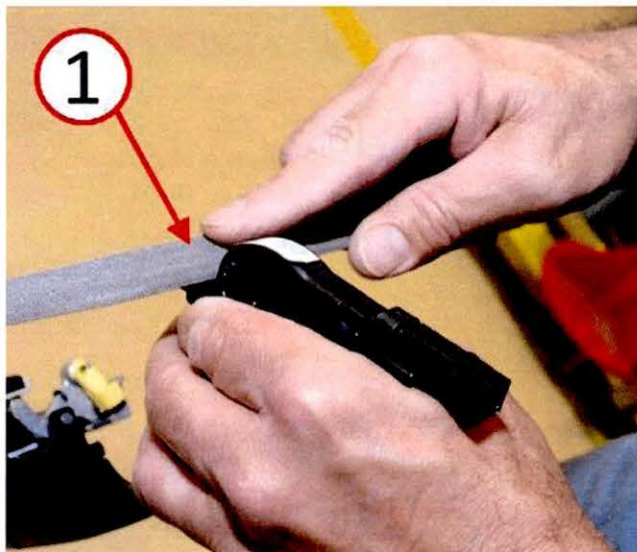


Fig. 3 Removing Burrs

1 - Remove Locating Pin Burrs

4. Position the exterior door handle to the mounting hole on the outside of the left front door (Fig. 4).

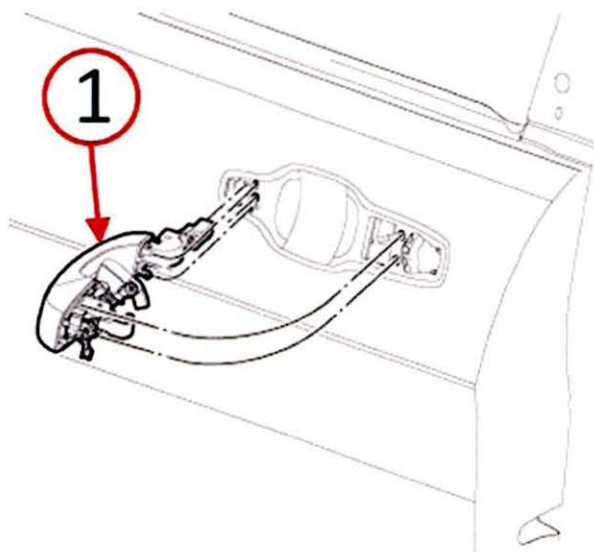


Fig. 4 Install Door Handle

1 - Exterior Door Handle

5. Install by hand but do not tighten the door handle fasteners (Fig. 5).

NOTE: The door handle must remain loose and easily moved for positioning before tightening.

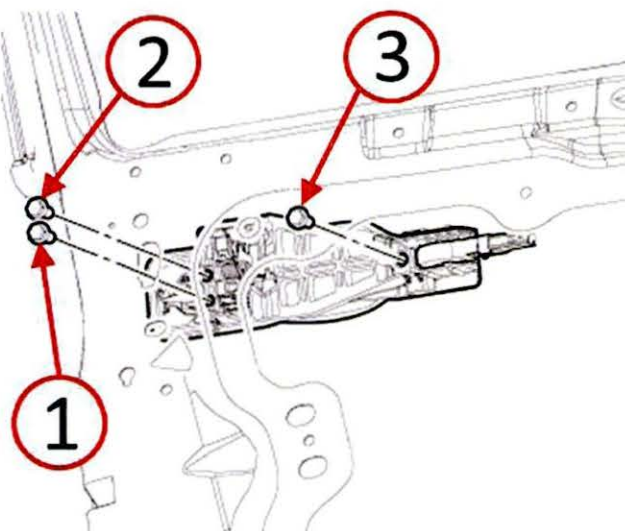


Fig. 5 Door Handle Fasteners

- 1 - Lower Rear Fastener
- 2 - Upper Rear Fastener
- 3 - Front Fastener

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6. While pressing the door handle cap against the door at location (1) (Fig. 6), tighten the lower rear fastener (1) to 7 N·m (60 in. lbs.) (Fig. 5).

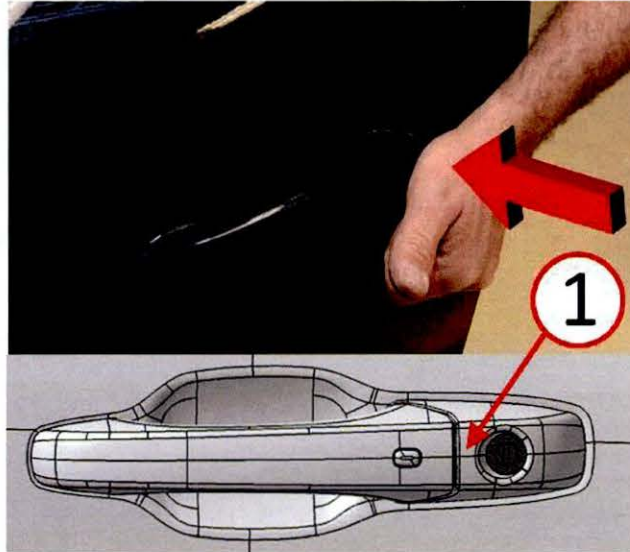


Fig. 6 Position Door Handle Cap

1 - Door Handle Cap

7. Tighten the upper rear fastener (2) to 7 N·m (60 in. lbs.) (Fig. 5).
8. Visually verify that the door handle cap is sitting properly on the door (Fig. 7).
 - a. If sitting unevenly on the door, loosen the handle fasteners, then repeat steps 6 and 7.
 - b. If sitting evenly on the door, proceed with step 9.

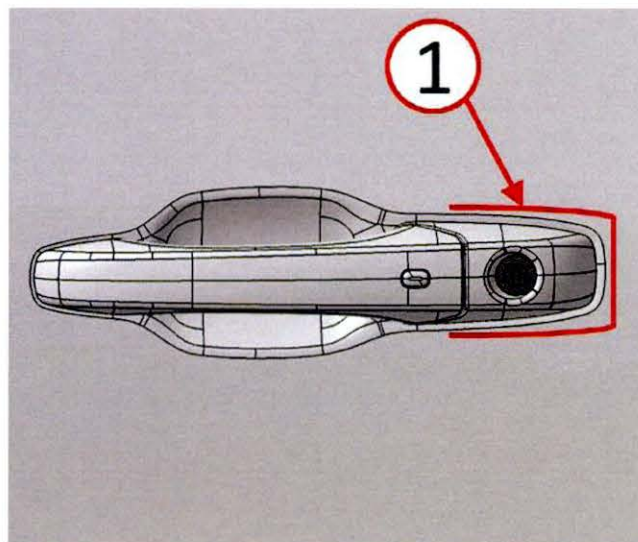


Fig. 7 Door Handle Cap Centering

1 - Door Handle Cap

9. While pushing the door handle (1) rearward (Fig. 8), tighten the front fastener (3) to 7 N·m (60 in. lbs.) (Fig. 5).

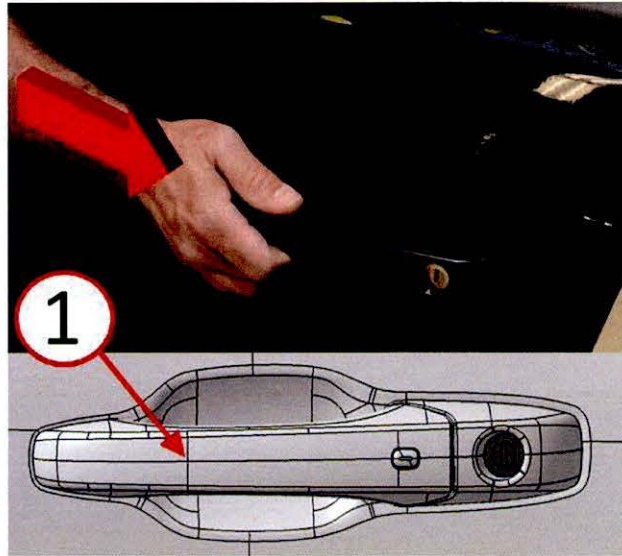


Fig. 8 Position Door Handle

1 - Door Handle

10. Using a feeler gage or equivalent, verify whether the handle to cap gap is 1.0 - 1.5 mm (0.04 - 0.06 in.) (Fig. 9).
 - a. If not within specification, loosen the handle front fastener, then repeat step 9.
 - b. If within specification, proceed with step 11.

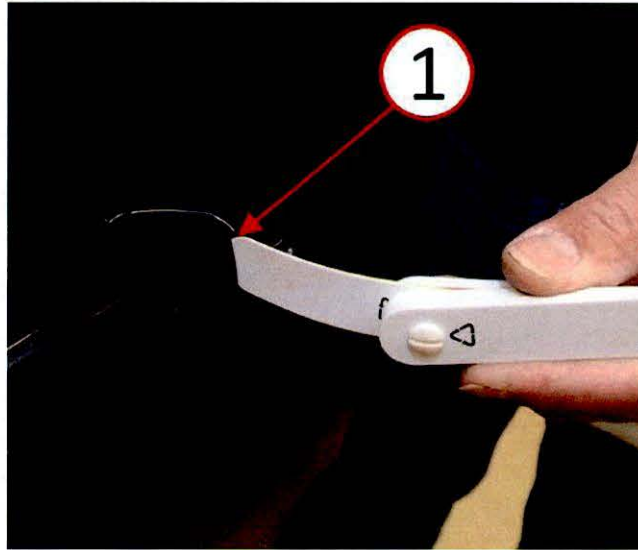


Fig. 9 Clearance Check

1 - Door Handle Gap

11. Install all remaining door components previously removed. Refer to the detailed installation procedure available in: DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Door - Front> HANDLE, Exterior> Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-42-15-91	Modify Left Door Handle (1 Semi-Skilled)	4 - Chassis Systems	1.1 Hrs.

FAILURE CODE:

ZZ	Service Action
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