

**NUMBER:** 23-034-13

**GROUP:** Body

**DATE:** October 03, 2013

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**SUBJECT:**

B-Pillar Body Creak Noise

**OVERVIEW:**

This bulletin involves diagnosing noise source and spraying lubricant into B-pillar area.

**MODELS:**

2012-2013 (FF) 500

**NOTE:** This bulletin applies to vehicles built on or after September 3, 2012 (MDH 1203XX) and on or before August 9, 2013 (MDH 0809XX).

**SYMPTOM/CONDITION:**

Body creak noise coming from the passenger side lower B-pillar area during light acceleration, deceleration, and braking.

**DIAGNOSIS:**

1. If the customer describes the symptom, perform the Diagnostic Procedure.
2. Roll up windows and power down all accessories to isolate vehicle interior from all other noise sources such as road noise, HVAC, audio system, etc.
3. Accelerate gently to 10 Mph (16 Kph) and brake gently to produce vehicle body movement or by slowly driving with the right rear wheel over an incline to apply a torsional motion to the body while listening for the creak noise.
4. Repeat several times to consistently duplicate the creaking noise and to determine if the noise is coming from the identified location (Fig. 1).



**Fig. 1 B-Pillar And Door Sill**

5. If noise can be duplicated and identified as a B-pillar creak noise, perform the Repair Procedure.

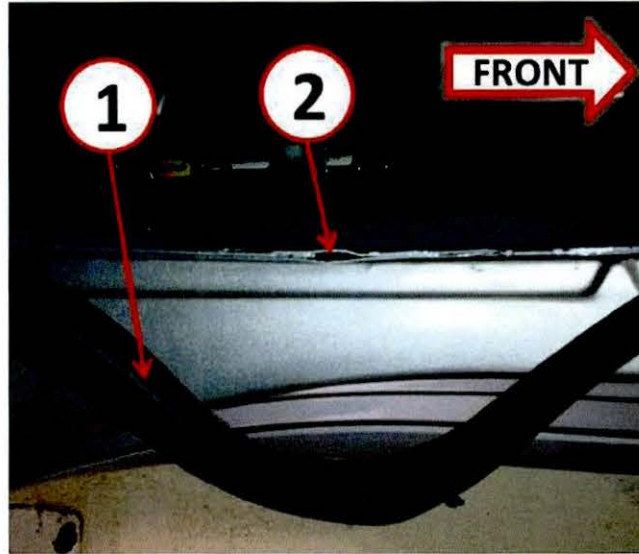
**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	04318070AD	Silicone Spray Lube
1 (AR)	04318066AC	Spray White Lube Lithium Grease

**NOTE: Each can of spray lube will service approximately 4 vehicles.**

**REPAIR PROCEDURE:**

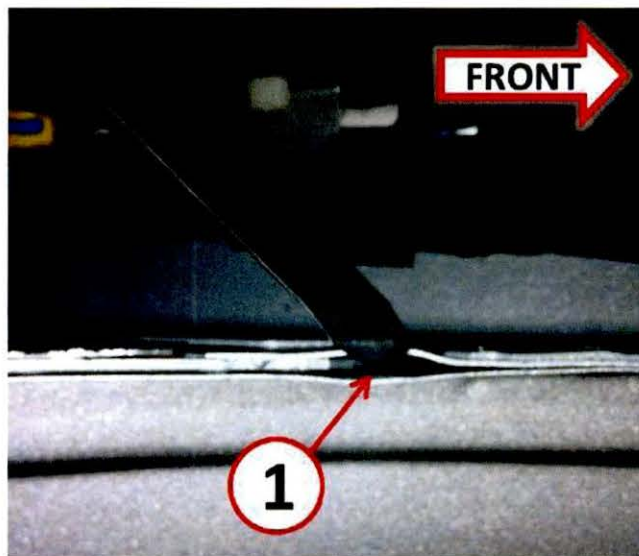
1. Remove the cowl trim panel. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> Body> Interior> PANEL, Cowl Trim, Side> Removal.
2. Remove right door weatherstrip along the sill (1) to gain access to the opening (2) in the pinch weld flange as shown (Fig. 2).



*Fig. 2 Door Sill*

- 1 - Door Weatherstrip
- 2 - Pinch Weld Opening

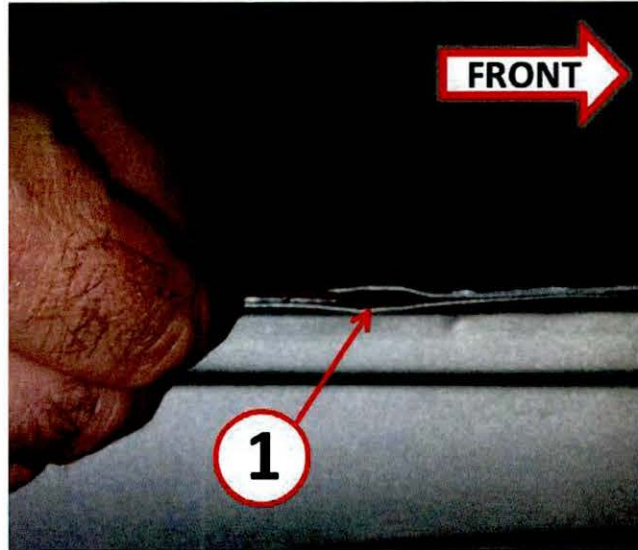
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3. If necessary, open up the pinch weld flange with a screwdriver or equivalent tool to allow access for the spray lube applicator straw (Fig. 3).



*Fig. 3 Open Pinch Weld*

- 1 - Pinch Weld Opening
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4. Position the spray lubricant applicator straw towards the front of the vehicle and deep within the crevice as far forward as possible (Fig. 4).

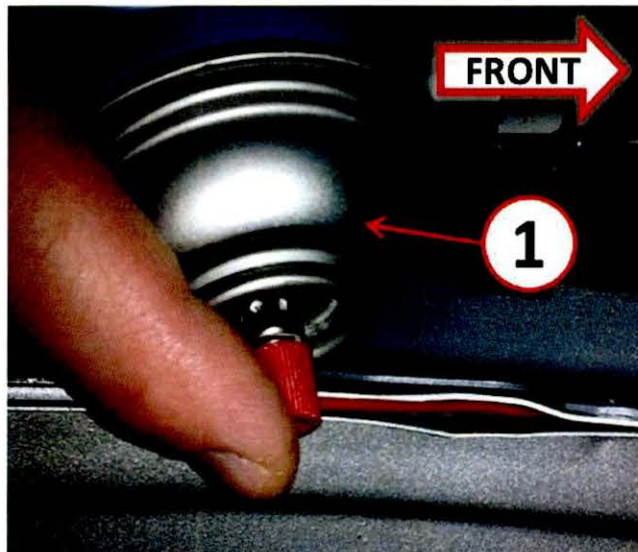


**Fig. 4 Insert Applicator Straw**

1 - Spray Lubricant Applicator Straw

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5. Apply a generous amount of silicone spray lube. Next, apply a generous amount of spray white lube lithium grease (Fig. 5).

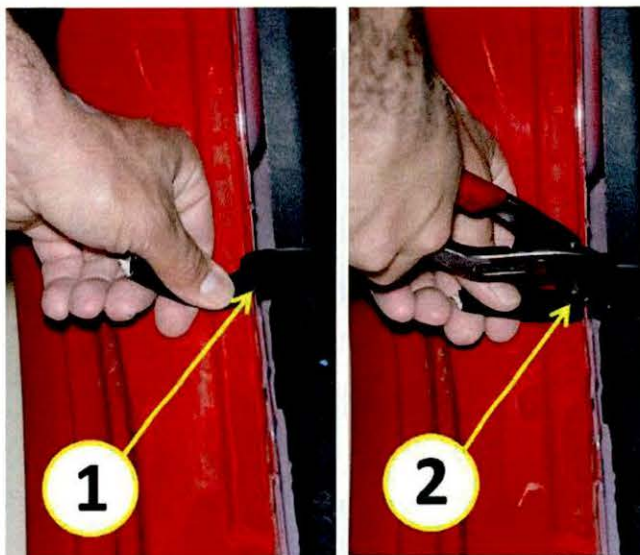


**Fig. 5 Apply Lubricant**

1 - Spray Lubricant

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6. To prevent scratching or breaking the paint on the flange surface, place tape or other suitable material (1) over the pinch weld flange. Close pinch weld flange with pliers (2) (Fig. 6).



**Fig. 6 Close Pinch Weld**

- 1 - Protective Material
  - 2 - Pliers
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7. Install the door weatherstrip (Fig. 7)



**Fig. 7 Install Door Weatherstrip**

- 1 - Door Weatherstrip
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8. Install the cowl trim panel. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 23 - Body> Interior> PANEL, Cowl Trim, Side> Installation.
9. Verify the repair was successful by test driving the vehicle as previously instructed in diagnostic procedure while listening for the lower B-pillar body creak noise.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-19-88-92	Inspect Body Creak Noise (0 - Low-Skilled)	6 - ELECTRICAL AND BODY SYSTEMS	0.3 Hrs.
23-19-88-93	Inspect and Repair Body Creak Noise (0 - Low-Skilled)	6 - ELECTRICAL AND BODY SYSTEMS	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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