



NUMBER: 23-003-14

GROUP: Body

DATE: January 10, 2014

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SUBJECT:

Clicking Noise While Operating The Right Front Exterior Door Handle

OVERVIEW:

This bulletin involves removing, modifying, and reinstalling the right front exterior door handle.

MODELS:

2014 (KL) Cherokee

NOTE: This bulletin applies to vehicles built on or after June 21, 2013 (MDH 0621XX) and on or before October 12, 2013 (MDH 1012XX).

SYMPTOM/CONDITION:

The right front exterior door handle rubs against the beltline reinforcement inside the door resulting in a clicking noise when operating the exterior door handle.

DIAGNOSIS:

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

REPAIR PROCEDURE:

1. With a trim stick or equivalent tool, remove the exterior door handle cap retainer access plug from the inner door jamb ([Fig. 1](#)).



Fig. 1 Remove Retainer Access Plug

1 - Access Plug

2. Note the white plastic edge of the door handle cap retainer as viewed through the access hole ([Fig. 2](#)).

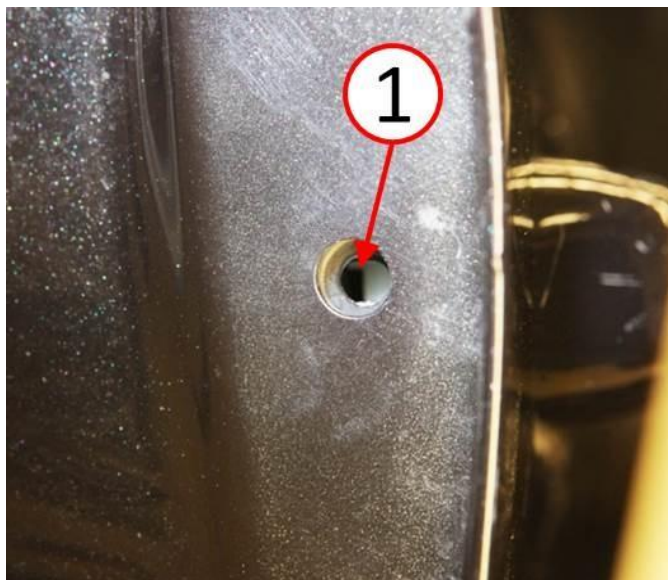


Fig. 2 Door Handle Cap Retainer Access

1 - Door Handle Cap Retainer

3. Insert a right angled pick or equivalent tool into the access hole ([Fig. 3](#)).

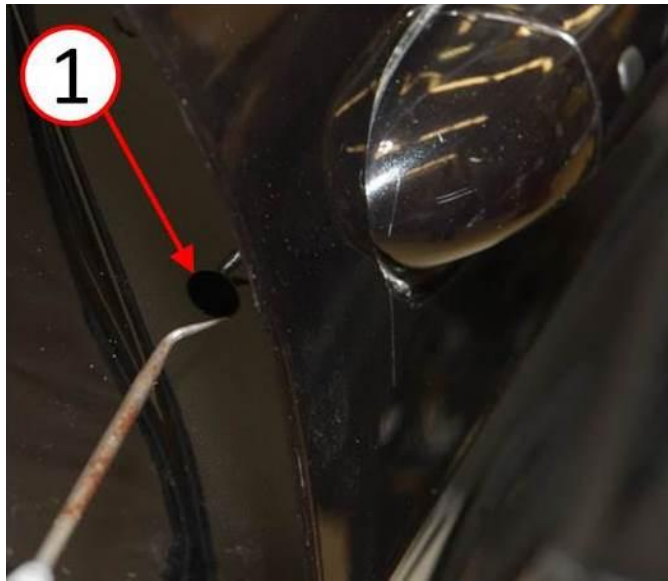


Fig. 3 Insert Pick Tool Into Access Hole

1 - Access Hole

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4. With the pick tool inserted into the access hole (1), hook/capture the door handle cap retainer (2) and pull rearward to unlock the door handle cap ([Fig. 4](#)).

NOTE: Retainer mechanism shown here for clarity, not visible on vehicle.

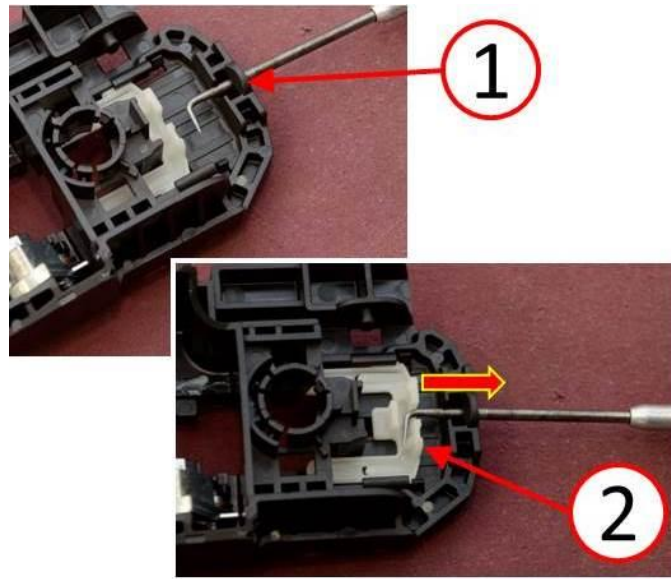


Fig. 4 Release Door Handle Cap Retainer

- 1 - Access Hole
2 - Door Handle Cap Retainer

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5. Lift the exterior door handle (2) to the open position ([Fig. 5](#)).
6. Continue holding the exterior handle (2) in the open position while removing the door handle cap (1) ([Fig. 5](#)).

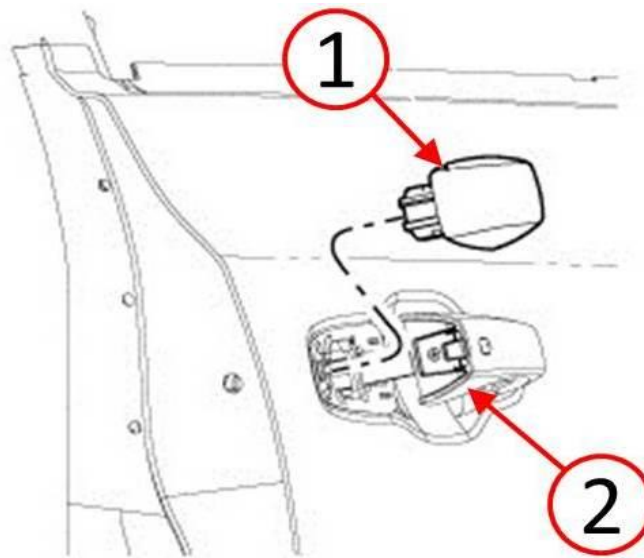


Fig. 5 Remove Door Handle Cap

- 1 - Door Handle Cap
2 - Door Handle
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7. Slide the exterior door handle rearward ([Fig. 6](#)).

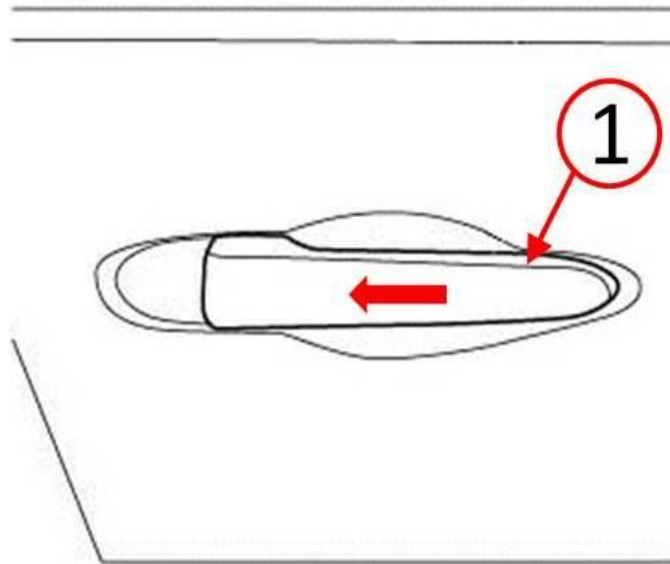


Fig. 6 Slide Door Handle Rearward

1 - Door Handle

8. Rotate the exterior door handle out of the door removing the door handle from the vehicle ([Fig. 7](#)).

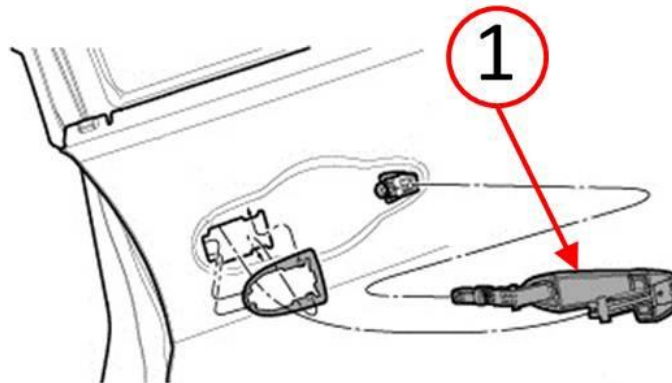


Fig. 7 Remove Door Handle

1 - Door Handle

9. Remove the passive entry connector tab at the cut line (1) as shown ([Fig. 8](#)).

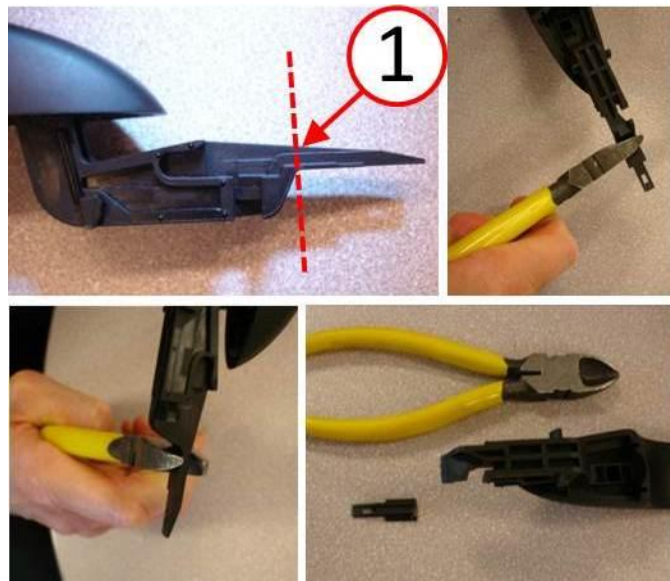


Fig. 8 Modify Door Handle

1 - Cut Line

10. Insert the front of the exterior door handle into the door then rotate the door handle until it is flush with the door ([Fig. 9](#)).

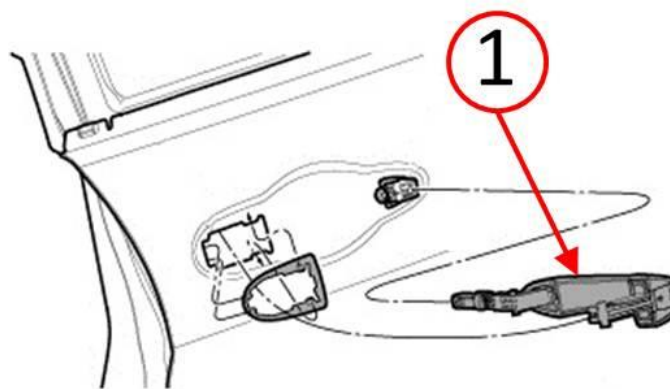


Fig. 9 Install Door Handle

1 - Door Handle

11. Slide the exterior door handle forward until seated fully ([Fig. 10](#)).

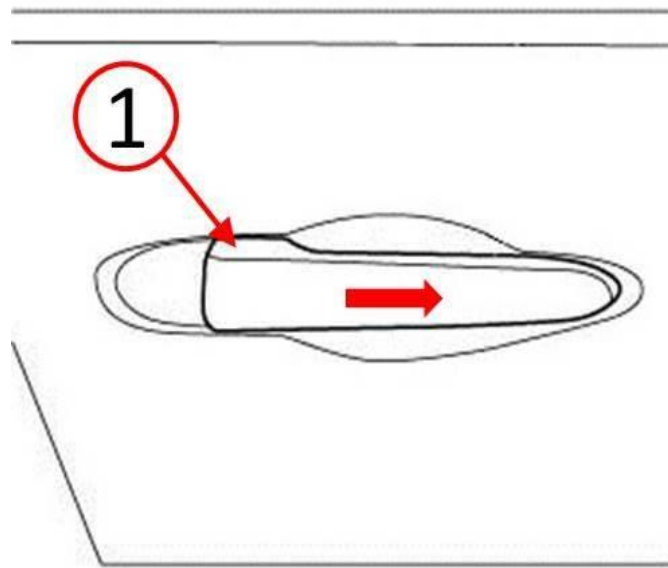


Fig. 10 Slide Door Handle Forward

1 - Door Handle

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12. Lift the exterior door handle (2) to the open position ([Fig. 11](#)).
 13. While holding the exterior handle (2) in the open position, insert the door handle cap (1) ([Fig. 11](#)).

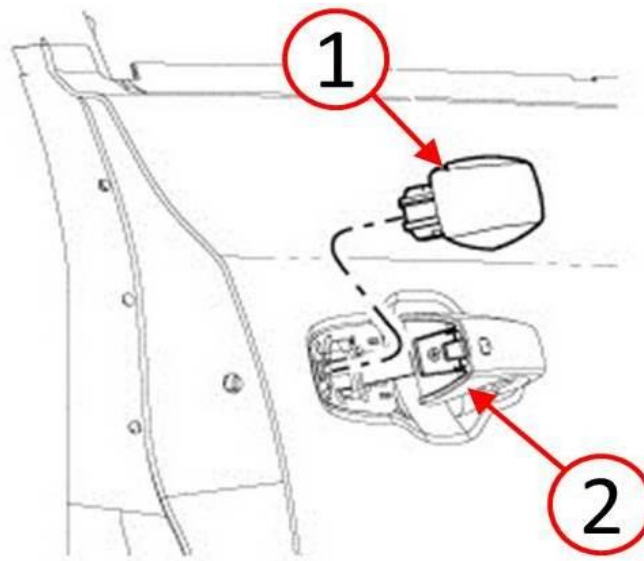


Fig. 11 Install Door Handle Cap

1 - Door Handle Cap

2 - Door Handle

14. Insert a right angled pick or equivalent tool into the access hole ([Fig. 12](#)).

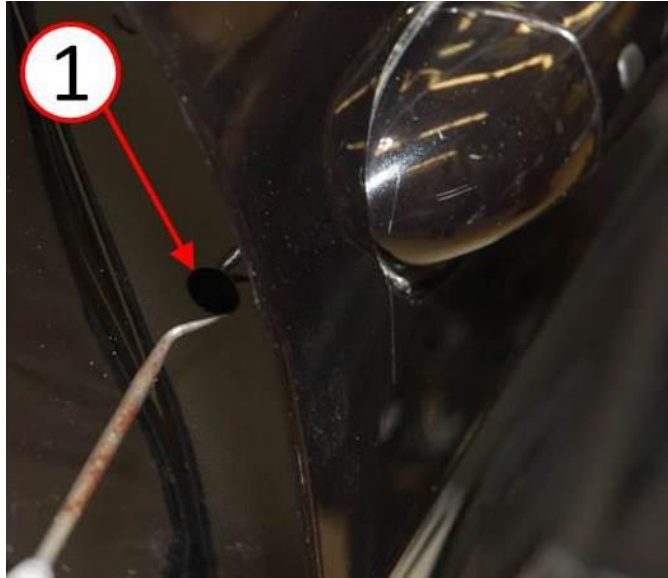


Fig. 12 Insert Pick Tool Into Access Hole

1 - Access Hole

15. With the pick tool inserted into the access hole (1), push the door handle cap retainer (2) forward to lock the door handle cap ([Fig. 13](#)).

NOTE: Retainer mechanism shown here for clarity, not visible on vehicle.

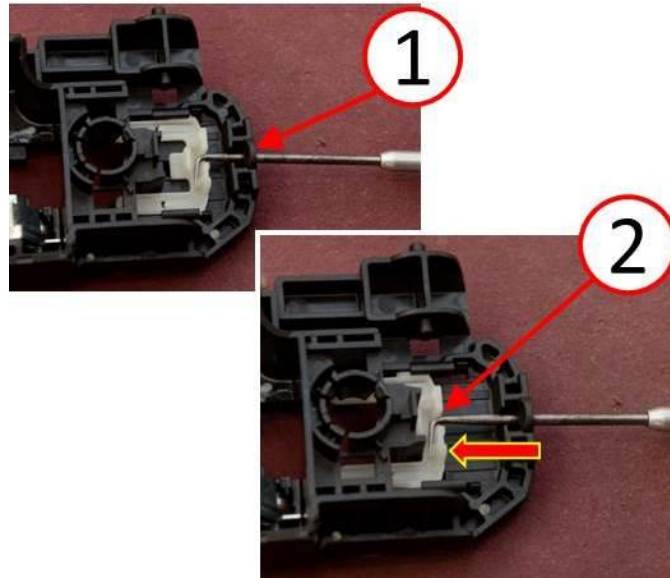


Fig. 13 Lock Door Handle Cap Retainer

- 1 - Access Hole
2 - Slide Plate Retainer

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16. Insert the exterior door handle cap retainer access plug into the inner door jamb.
17. Operate the right front exterior door handle to test for proper operation and elimination of the click noise.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------------|----------|
| 23-42-15-92 | Modify Outside Door Handle (1 - Semi-Skilled) | 6 - Electrical And Body Systems | 0.2 Hrs. |

FAILURE CODE:

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