



Technical Bulletin

Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2013-2014	All	All	All	All

Condition

58 14 01 July 25, 2014 2037792

Rattle Noise from the Right Rear Sliding Door While Driving Over Bumps



Note:

**This bulletin applies to vehicles built on or after December 6, 2012
and on or before April 30, 2014**

Technical Background

Rattle noise that sounds like metal against metal coming from the right rear sliding door area while driving over bumps.

This bulletin involves modifying the rubber bumper located at the rear end of the right rear sliding door upper track.

Production Solution

Change in production April 30th 2014.

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Service

Repair Procedure

1. Test drive the vehicle over bumps to verify that the rattle noise is coming from the right rear sliding door.
2. Pause the test drive, stopping the vehicle at a safe location such as a parking lot.



Fig. 1 Remove Bumper

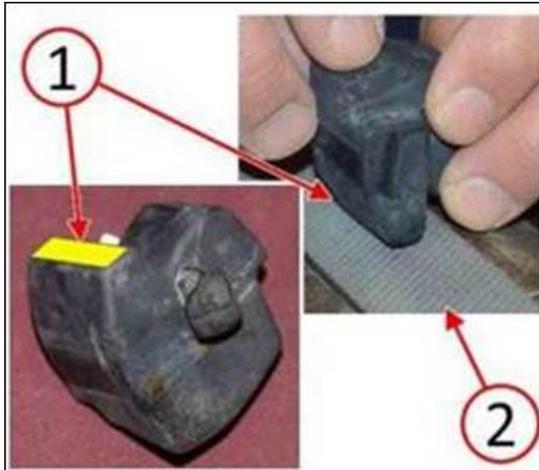
3. Open the right rear sliding door, remove the rubber bumper (Fig. 1) from the rear end of the upper door track and close the door.

4. Continue test driving the vehicle over the same road conditions to determine if removal of the rubber bumper eliminated the rattle noise.

A: YES the rattle noise was eliminated. >>> Continue to Step #5.

B: NO the rattle noise was NOT eliminated. >>> Reinstall the rubber bumper. This Bulletin does not apply. Further diagnosis is required.

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5. Using a coarse file (2), remove 1 mm of material from the rubber bumper surface (1) indicated in (Fig. 2).

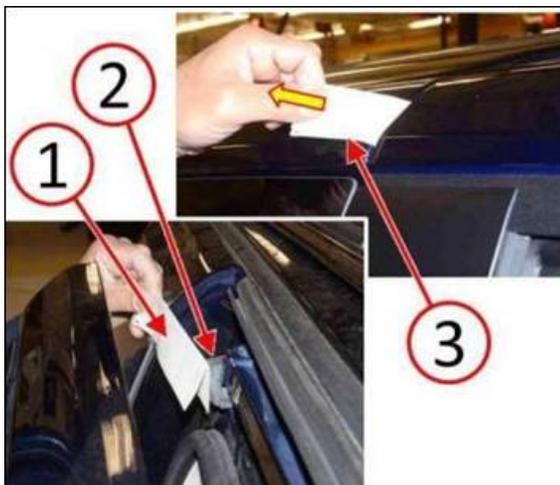
Fig. 2 Modify Bumper

6. Install the modified rubber bumper to the vehicle.



Note:

In the following step, ensure the paper is not positioned or trapped between the door and a door seal which will result in a false inaccurate tension resistance test.



- 1 - Position Paper
- 2 - Rubber Bumper
- 3 - Tension/Resistance Test

Fig. 3 Check Bumper Clearance

7. Hold a piece of paper (1) in front of the rubber bumper (2). Make sure fingers and hands are clear of the door opening then shut the door while holding the paper in position (Fig. 3).

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 **Note:**

There is an intended design clearance of approximately 1.8 mm between the rubber bumper and the sliding door inner panel.

8. Slowly pull the paper (3) while feeling for any tension or resistance on the paper during paper removal (Fig. 3).

If tension or resistance was felt while removing the slip of paper, that would indicate a contact interference condition between the rubber bumper and the door inner panel.

A: YES, tension or resistance was felt. >>> Repeat the rubber bumper material removal Step #5 and retest B: Clearance with the slip of paper until no tension or resistance is felt.

NO, tension or resistance was NOT felt. >>> Continue to Step #9.

9. With the upper track rubber bumper installed, test drive the vehicle to verify that the rattle noise has been eliminated.



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Warranty



Note:

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All Routan pre and post road test, StarMOBILE and wiTECH time units are included in the labor operation. Therefore, no road test time units will appear in the designated area within the warranty table.

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual ¹⁾					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Routan	2013-2014	All	All	All	All
SAGA Coding					
Claim Type:			Use applicable Claim Type ¹⁾		
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
5865	0020	CWM 2037792		002	
Parts Manufacturer		Routan		USM ²⁾	
Labor Operation ³⁾ : Bumper, Sliding Door Upper HingeTrack - Verify Rattle Noise (Result Step 4 B)			58650199 = 30 TU		
OR					
Labor Operation ³⁾ : Bumper, Sliding Door Upper HingeTrack - Verify Noise and Modify Bumper			58650599 = 50 TU		
Causal Part: Select Labor Operation			5865****		
Diagnostic Time ⁴⁾					
GFF Time expenditure	01500000 = 00 TU max.			NO	



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Road Test	01210002 = 00 TU 01210004 = 00 TU	NO
Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2037792" in comment section of Warranty Claim.		
<p>¹⁾ Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only</p> <p>²⁾ Code per warranty vendor code policy.</p> <p>³⁾ Labor Time Units (TUs) are subject to change with ELSA updates.</p> <p>⁴⁾ Documentation required per Warranty Policy Procedures Manual.</p>		

Required Parts and Tools

No Special Parts required.

No Special Tools required.

Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.