

NUMBER: 23-011-14

GROUP: Body

DATE: May 16, 2014

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of Chrysler Group LLC.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-041. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Left Rear Sliding Door Weatherstrip Seal Sticks Out At Bottom Of C-Pillar Door Opening

OVERVIEW:

This bulletin involves replacing the left rear C-pillar cut line sliding door seal.

MODELS:

2014 RT Caravan / Town & Country

NOTE: This bulletin applies to vehicles built on or after March 5, 2014 (MDH 0305XX) and on or before March 11, 2014 (MDH 0311XX).

SYMPTOM/CONDITION:

Some vehicles may have a left rear sliding door weatherstrip seal that sticks out along the C-pillar side of the door opening as shown in (Fig. 1).

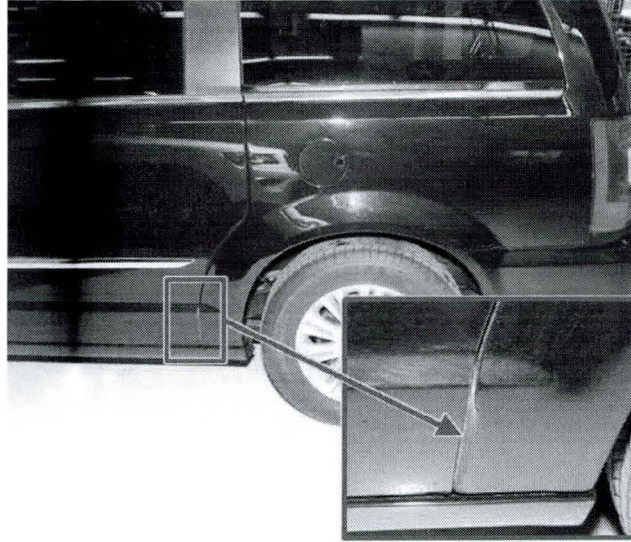


Fig. 1 Symptom Condition Area Of Concern

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68078281AC	SEAL, Rear Door, C-Pillar Cut Line, Left

REPAIR PROCEDURE:

1. Replace the weatherstrip seal on the left rear sliding door with the seal specified in the PARTS REQUIRED section of this bulletin (Fig. 2).

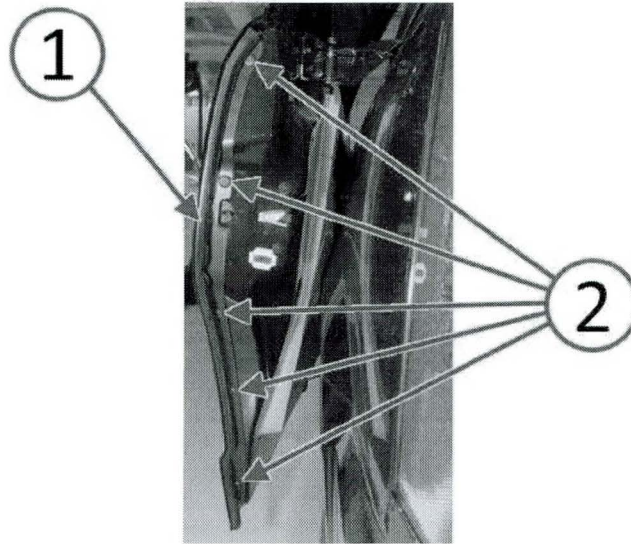


Fig. 2 Door Weatherstrip Seal Replacement

- 1 - Weatherstrip Seal
- 2 - Fir-Tree Fasteners

2. Verify that the symptom/condition has been corrected as shown in (Fig. 3).

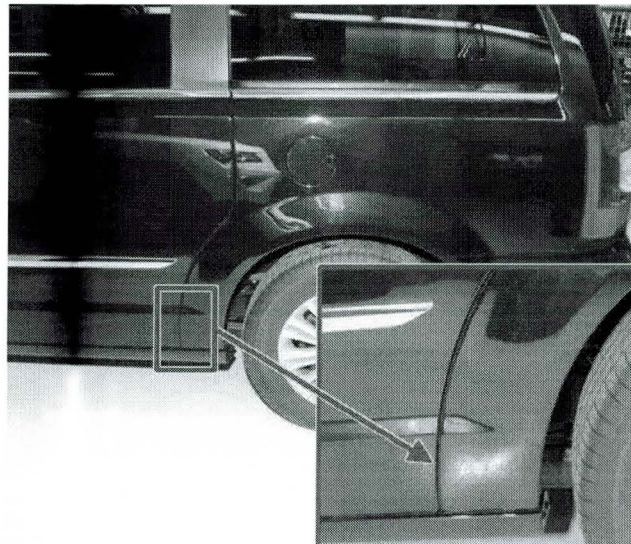


Fig. 3 Symptom Condition Corrected

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-51-37-90	Weatherstrip/Seal, Sliding Door C-Pillar Cut Line - Replace Left Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

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