

NUMBER: 23-013-14

GROUP: Body

DATE: June 11, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-047. 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:

Incorrect Color Door Trim Panels And/Or Overhead Console

OVERVIEW:

This bulletin involves visually inspecting for color mismatch and replacing the overhead console and door panels as required.

MODELS:

2014 RT Caravan / Town & Country

NOTE: This bulletin applies to vehicles built on or after October 9, 2013 (MDH 1009XX) and on or before October 11, 2013 (MDH 1011XX) equipped with 30th Anniversary Package Badge (sales code M16).

SYMPTOM/CONDITION:

Some 30th anniversary edition vehicles were built with incorrect color door trim panels and/or overhead console.

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.

NOTE: If this vehicle was sold, explain to the customer that this mismatch of interior trim was not intended and confirm that the customer wants it fixed before proceeding. Color mismatch is a customer cosmetic preference concern only and causes no functional issues.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|------|------------|-------------------|
| 1 | 1KM36DX9AA | CONSOLE, Overhead |

| Qty. | Part No. | Description |
|--------|------------|---------------------------------|
| 1 (AR) | 5NX171X9AA | PANEL, Front Door Trim, Left |
| 1 (AR) | 5NX181X9AA | PANEL, Front Door Trim, Right |
| 1 (AR) | 1UW11DX9AA | PANEL, Sliding Door Trim, Left |
| 1 (AR) | 1UW10DX9AA | PANEL, Sliding Door Trim, Right |

REPAIR PROCEDURE:

NOTE: Vehicle may be equipped with two-tone second row overhead console and all black door panels or two-tone second row overhead console and two-tone door panels.

1. Inspect the color of the door panels.
 - a. Door panels - one color all black (1) (Fig. 1). CORRECT, proceed to Step #2.
 - b. Door panels - two-tone gray/black (2) (Fig. 1). REPLACE the front door and sliding door trim panels. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 23 - Body> Door - Front> PANEL, Door Trim> Removal/Installation and 23 - Body> Doors - Sliding> PANEL, Door Trim> Removal/Installation.

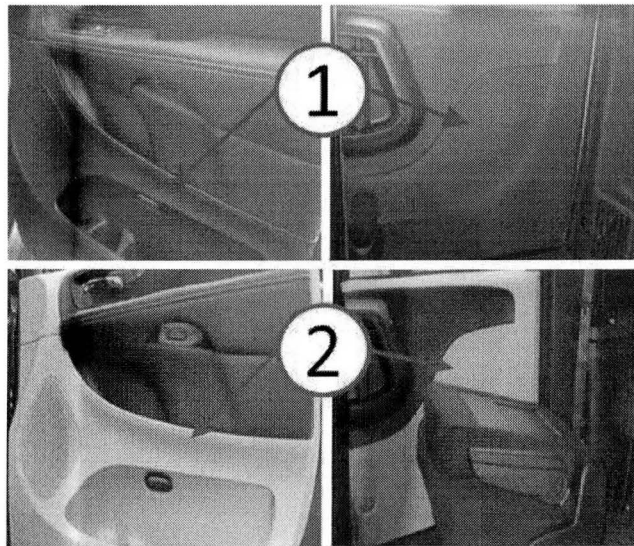


Fig. 1 Door Panel Color Verification

- 1 - All Black - CORRECT
 2 - Two-Tone - REPLACE

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2. Inspect the color of the second row overhead console.
 - a. Second row overhead console - one color all black (1) (Fig. 2). CORRECT, this bulletin does not apply.

- b. Second row overhead console - two-tone gray/black (2) (Fig. 2). REPLACE the second row overhead console. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 23 - Body> Interior> CONSOLE, Overhead, Rear> Removal/Installation> SHORT OVERHEAD CONSOLE - NON SUNROOF EQUIPPED

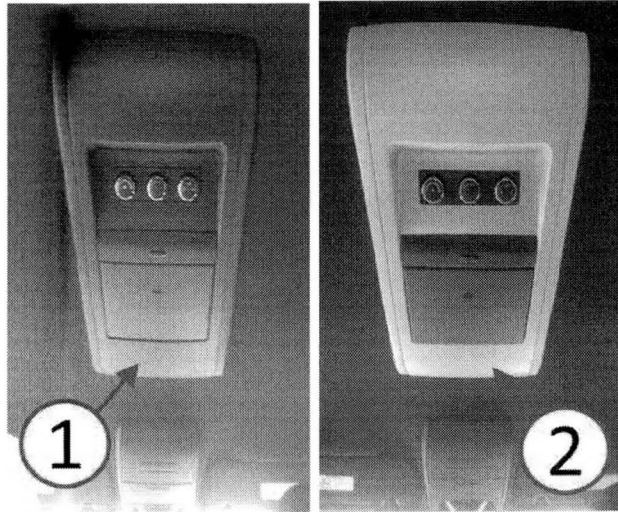


Fig. 2 Overhead Console Color Verification

- 1 - All Black - CORRECT
- 2 - Two-Tone - REPLACE

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------------|----------|
| 23-20-22-9F | Replace Door Panels And Overhead Console (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 1.3 Hrs. |
| 23-14-02-92 | Replace Overhead Console (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.3 Hrs. |
| 85-23-30-90 | Inspect Only (Unskilled) | | \$5.00 |

NOTE: Inspection fee is only applicable during the active RRT coverage and paid in US dollars.

FAILURE CODE:

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