

NUMBER: 23-016-14

GROUP: Body

DATE: July 09, 2014

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SUBJECT:

Rattle Noise From The Right Rear Sliding Door While Driving Over Bumps

OVERVIEW:

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

MODELS:

2013 - 2014 RT

Town And Country / Caravan

NOTE: This bulletin applies to vehicles built on or after December 6, 2012 (MDH 1206XX) and on or before April 30, 2014 (MDH 0430XX).

SYMPTOM/CONDITION:

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

DIAGNOSIS:

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

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

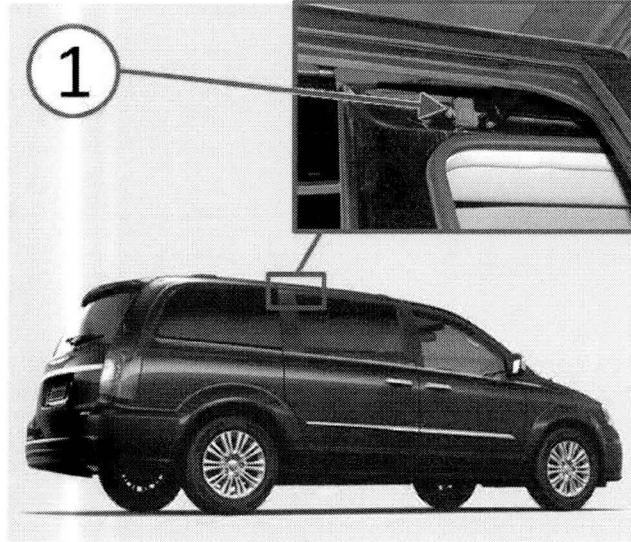


Fig. 1 Remove Bumper

1 - Rubber Bumper

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

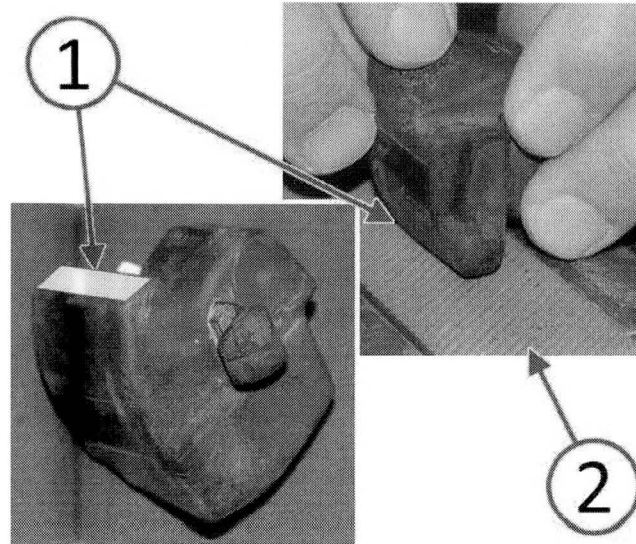


Fig. 2 Modify Bumper

- 1 - Rubber Bumper Surface
- 2 - Coarse File

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.

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).

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 clearance with the slip of paper until no tension or resistance is felt.
 - b. NO, tension or resistance was NOT felt. >>> Continue to Step #9.

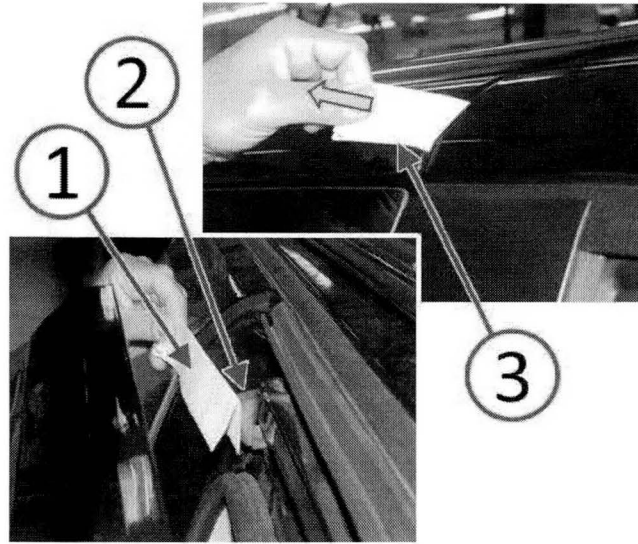


Fig. 3 Check Bumper Clearance

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

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

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-41-43-92	Bumper, Sliding Door Upper Hinge Track - Verify Rattle Noise (0 - Low Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
23-41-43-96	Bumper, Sliding Door Upper Hinge Track - Verify Noise and Modify (0 - Low Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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