

**NUMBER:** 23-022-14

**GROUP:** Body

**DATE:** September 05, 2014

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**SUBJECT:**

Tailgate Retaining Strap Over Extends And Breaks

**OVERVIEW:**

This bulletin involves painting and replacing both tailgate hinges and replacing the tailgate retaining strap. If damaged, it may also be necessary to replace the tailgate hinge covers and/or right side tail lamp as required.

**MODELS:**

2012 - 2014 (JK) Wrangler

**NOTE: This bulletin applies to vehicles built on or after July 12, 2011 (MDH 0712XX) and on or before July 30, 2013 (MDH 0730XX).**

**SYMPTOM/CONDITION:**

The tailgate retaining strap is damaged due to the tailgate hinge over extending. The retaining strap typically breaks at the body side of the retaining strap attachment. Tailgate hinge covers and/or tail lamp may also be damaged as a result of over extension.

**DIAGNOSIS:**

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

**PARTS REQUIRED:**

| Qty.   | Part No.   | Description  |
|--------|------------|--|
| 2      | 55395401AG | HINGE, Tailgate  |
| 1      | 04589890AC | STRAP, retaining   |
| 1 (AR) | 55397090AB | COVER, Tailgate Body Half, Upper Hinge                     |
| 1 (AR) | 55397089AB | COVER, Tailgate Body Half, Lower Hinge                     |
| 1 (AR) | 55397092AC | COVER, Tailgate Hinge, Upper Hinge                         |
| 1 (AR) | 55397091AC | COVER, Tailgate Hinge, Lower Hinge                         |
| 1 (AR) | 55077890AD | LAMP, Tail Stop Turn, Right                                |
| 1 (AR) | NPN        | Crest East Coast Clear Seal 5 min. 1.7 oz. Cartridge #ZCEC |

**NOTE: Each Crest East Coast clear seal 1.7 oz. cartridge will service approximately 2 vehicles.**

***SPECIAL TOOLS/EQUIPMENT REQUIRED:***

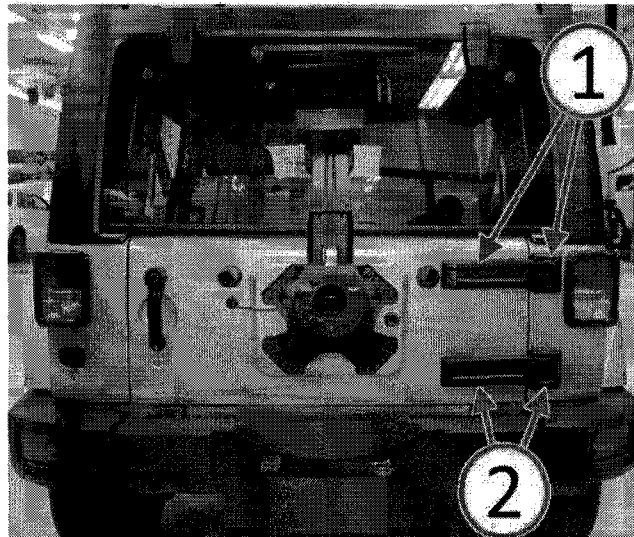
|     |                                       |
|-----|---------------------------------------|
| NPN | Crest East Coast Applicator Gun #GCMT |
|-----|---------------------------------------|

**NOTE: The Crest East Coast applicator gun is a non-reimbursable shop tool.**

***REPAIR PROCEDURE:***

**NOTE: If tailgate retaining strap is broken, tailgate hinges **MUST** be replaced.**

1. Paint the new replacement tailgate hinges per the approved warranty refinish paint manufacturers (Akzo Nobel, Axalta, BASF, PPG, and Sherwin-Williams) recommendations.
2. Remove the spare tire from the tailgate if applicable.
3. Remove the upper hinge covers (1) and lower hinge covers (2) (Fig. 1).



***Fig. 1 Tailgate Hinge Covers***

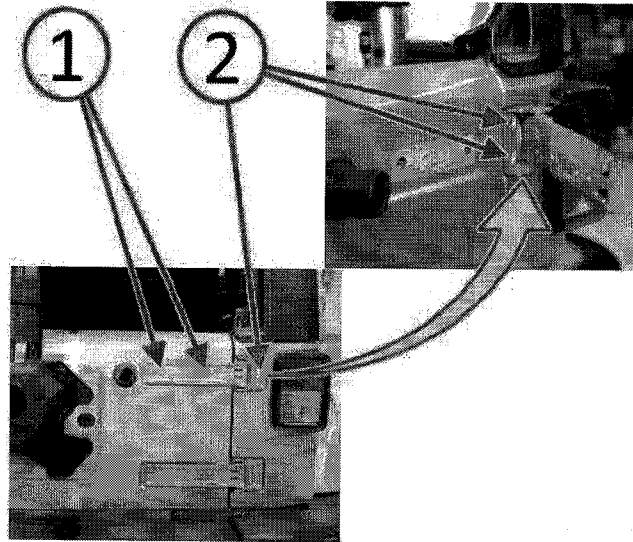
1 - Upper Hinge Covers

2 - Lower Hinge Covers

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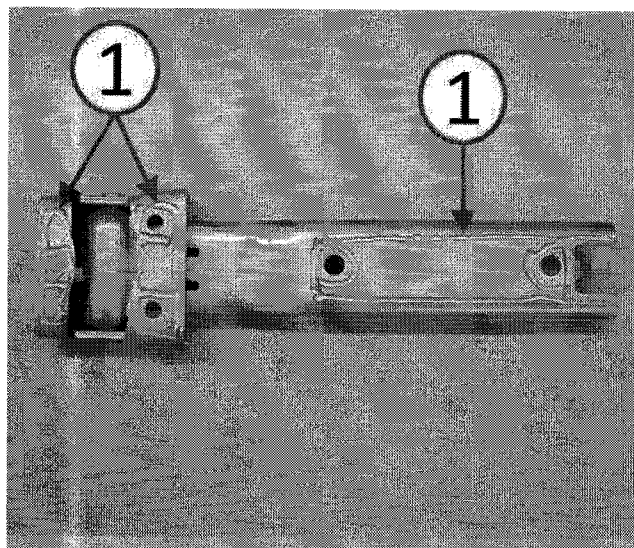
**NOTE: It is not necessary to remove the tailgate to replace the hinges if they are replaced one at a time.**

4. Replace both tailgate hinges one at a time. First remove the tailgate side hinge bolts (1) then the body side hinge bolts (2), reverse order for installation (Fig. 2). Apply body sealant per manufacturer's directions to the back surface of the hinge where it makes contact with the vehicle to prevent corrosion (Fig. 3). Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 23 - Body> Decklid/Hatch/Liftgate/Tailgate> HINGE> Removal / Installation.



**Fig. 2 Tailgate Hinges**

- 1 - Tailgate Side Hinge Bolts
  - 2 - Body Side Hinge Bolts
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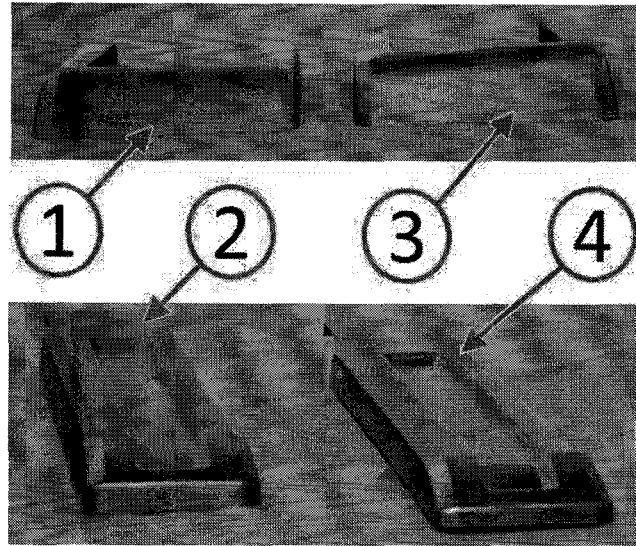


**Fig. 3 Tailgate Hinge Body Sealer Application**

1 - Body Sealant Application

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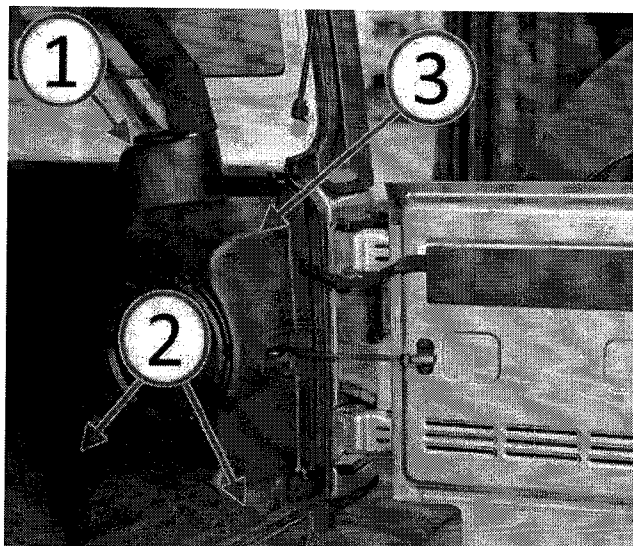
5. Install the tailgate hinge covers. If the hinge cover(s) were damaged due to tailgate hinge over extension, replace the damaged hinge cover(s) as necessary. Each hinge cover is a unique shape and **CANNOT** be interchanged. Refer to (Fig. 4) for identification of correct hinge cover placement.



**Fig. 4 Tailgate Hinge Cover Identification**

- 1 - Lower Body Side Hinge Cover
- 2 - Upper Tailgate Side Hinge Cover
- 3 - Upper Body Side Hinge Cover
- 4 - Lower Tailgate Side Hinge Cover

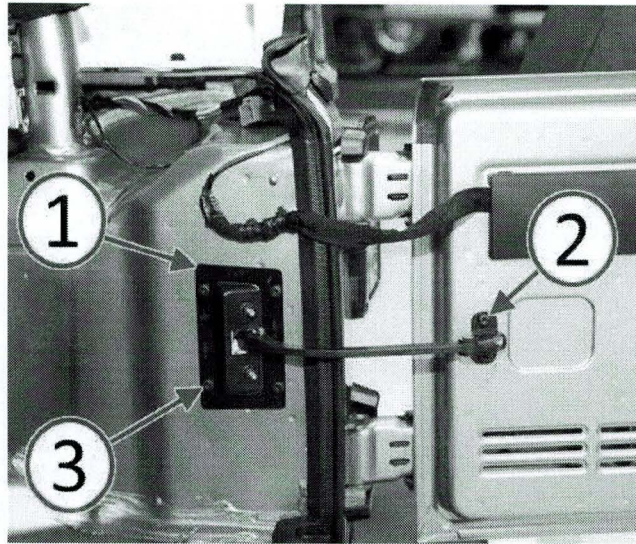
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- 6. Install the spare tire to the tailgate if previously removed.
  - 7. Remove the right rear quarter trim panel (3). One fastener is located behind the trim bezel (1) and two fasteners are under the cargo floor covering at location (2) (Fig. 5). Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 08 - Electrical> 8A - Audio/Video/Entertainment/Connectivity> SPEAKER> Removal> SUBWOOFER. Quarter trim panel without subwoofer requires a similar removal process but without speaker electrical connector.



***Fig. 5 Right Rear Quarter Trim Panel***

- 1 - Quarter Trim Bezel
- 2 - Fasteners
- 3 - Quarter Trim Panel

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8. Remove the two retaining strap to tailgate fasteners (2) and four retaining strap to body fasteners (3) then remove the tailgate retaining strap (1) from the vehicle (Fig. 6).



**Fig. 6 Tailgate Retaining Strap**

- 1 - Retaining Strap
- 2 - Body Side Fasteners
- 3 - Tailgate Side Fasteners

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9. Install the new tailgate retaining strap (Fig. 6).
  10. Install the right rear quarter trim panel (Fig. 5). Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 08 - Electrical> 8A - Audio/Video/Entertainment/Connectivity> SPEAKER> Installation> SUBWOOFER. Quarter trim panel without subwoofer requires a similar installation process but without speaker electrical connector.
  11. If the right side tail lamp was damaged due to tailgate hinge over extension, replace the tail lamp. Refer to the detailed repair procedures available in: DealerConnect> TechCONNECT under: Service Info> 08 - Electrical> 8L - Lamps and Lighting> Lamps> Lighting - Exterior> LAMP, Tail Stop Turn> Removal / Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

| Labor Operation No: | Description  | Skill Category                  | Amount   |
|---------------------|--|---------------------------------|----------|
| 23-40-20-9C         | Replace Both Hinges, And Retaining Strap (1 - Semi-Skilled)                  | 6 - Electrical and Body Systems | 1.0 Hrs. |
| 23-40-20-9D         | Replace Both Hinges, Retaining Strap, And Right Tail Lamp (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 1.1 Hrs. |

|             | <b>Related</b>                                     |                                       |          |
|-------------|--|---------------------------------------|----------|
| 23-70-63-90 | Refinish Both Hinges<br>Material Allowance \$21.44 | 6 - Electrical<br>and Body<br>Systems | 1.8 Hrs. |

**NOTE: Time allowance includes paint preparation and refinishing both hinges.**

***FAILURE CODE:***

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

***PART REIMBURSEMENT DETAIL:***

| <b>Part No:</b> | <b>Description</b>                  |
|-----------------|-------------------------------------|
| NPN             | 1/2 Of Clear Seal 1.7 oz. Cartridge |

**NOTE: This part number is for reimbursement only and will need to be claimed for 1/2 the value of Clear Seal 1.7 oz. Cartridge or it will be rejected. If this is a non-MOPAR part or product, a copy of the invoice showing the purchase of the non-MOPAR part or product needs to be attached to the reimbursement claim.**