



Reach Side Door Panel Separation Service Bulletin

Situation: In a small percentage of units, the side door panels may separate at lower door frame

Corrective Action Summary: Reinforce panel using rivets

Range of Units Affected: Reach model year 2013 to 2016. Contact Utilimaster Warranty Department to verify chassis VIN.

Authorized to Perform the Work:

- Customer or customer contractor
- Utilimaster or Utilimaster contractor

Tools Required and Supplies:

- Drill with #8 drill bit
- Rivet gun
- Touch-up paint (Obtain locally)

Parts Required:

NOTICE

One kit per door. Some vehicles may require two kits.

ID	Part Number	Description	Qty.
	REFERENCE	57431038-L00000 INSTL DOOR ASSY SLIDER WDO	
11	11602442	RVT 3/16 AL .126-.250G .378HD WHITE	6
NS_1	03104479	DECAL SERVICED JOB CODE	1
NS_2	03103361-B026EN	REACH SIDE DOOR PANEL SEPARATION INSTRUC	1

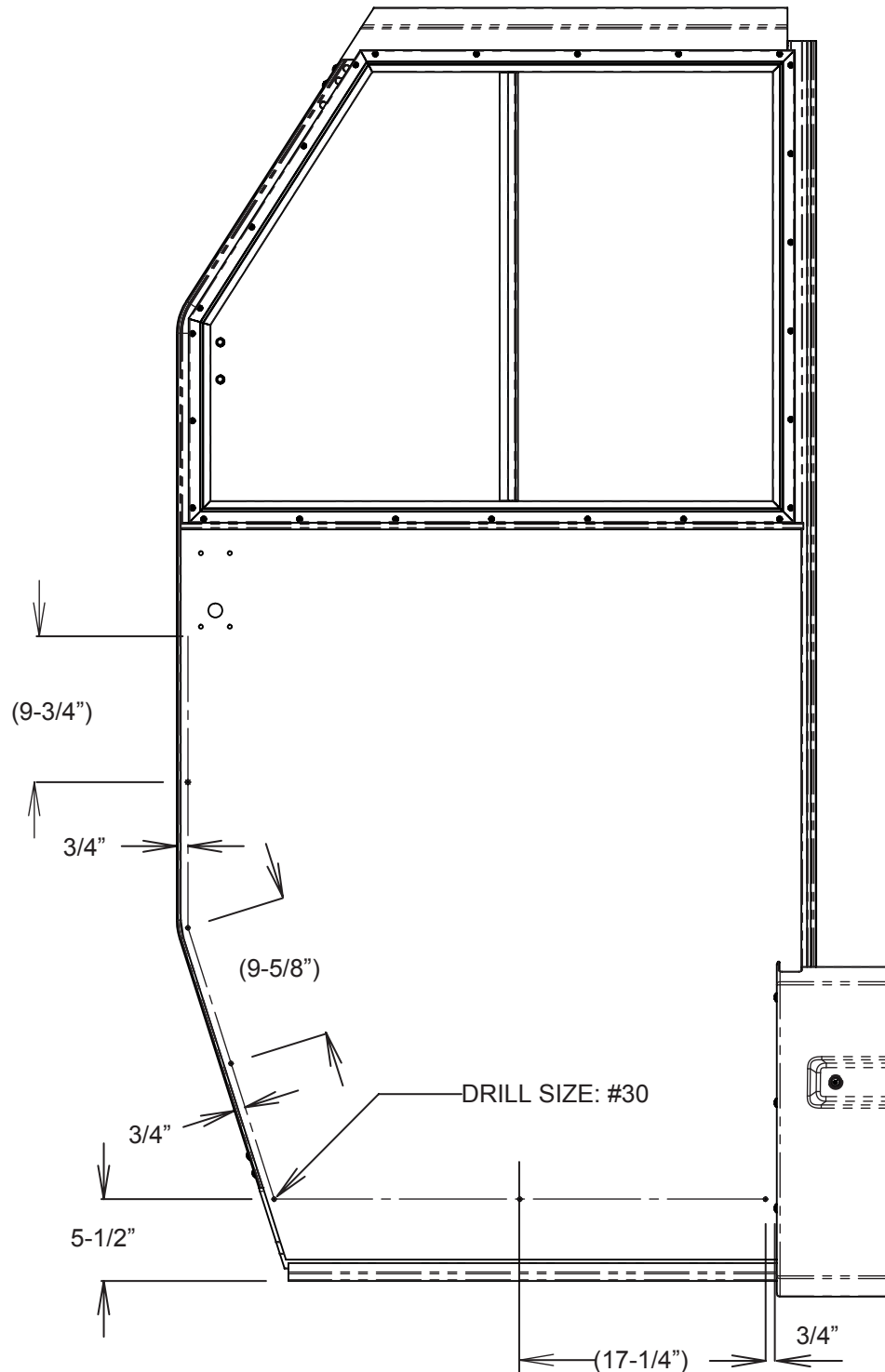
Procedure:

NOTICE

Always wear safety glasses and other proper protective equipment (gloves, hearing protection, etc.) as appropriate to the process.

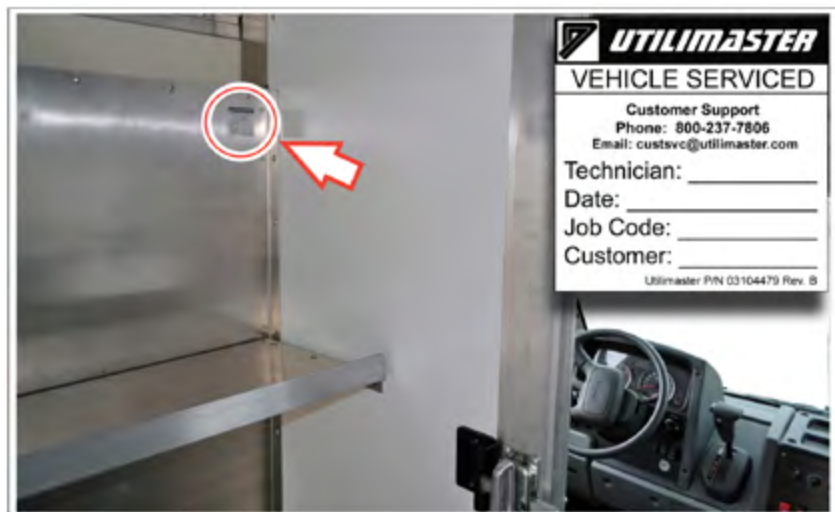
1. Read and understand all the instructions before starting the repair.
2. If side door panel is found to be loose, proceed with repair. If not, no further repair is necessary.

3. With the door closed, use diagram as a guide to measure and mark (3) holes 5-1/2" from the door threshold and 3/4" from B-pillar and door edge. With door open, measure and mark (3) holes 3/4" from front edge.
4. Use a #8 bit to drill holes through door panel and frame.
5. Secure (6) rivets in door panel.
6. Apply touch up paint to rivet heads as needed.



Door panel rivet locations (driver's side shown)

7. Use Job Code from this document to complete the SERVICED decal.
8. Adhere the decal to the upper right-hand corner of the driver's door pocket panel next to the bulkhead wall. Do NOT cover any previously applied decals.



Service decal on driver's door pocket (cargo side)

NOTE: In order to be reimbursed for labor, the repair MUST be completed and warranty claim filed within 1 year from the initial date of this publication.

File Warranty By: 11/31/17

Contact Utilimaster to Order Parts and File Warranty

Email: Warranty@Utilimaster.com

Phone: 574-848-2000

Mail or Express Service:

Fax: 574-848-2809

Utilimaster
Attn: Warranty Dept.
603 Earthway Blvd.
Bristol, IN 46507-9182, USA

Labor Allowance:

0.15 hours

0.15 hours

Job Op Code:

Driver's side door only: 13-P2-95-21

Passenger's side only: 13-P3-95-21

Document Part Number: 03103361-B026EN **Revision:** B

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