



NUMBER: 23-036-16

GROUP: Body

DATE: July 14, 2016

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 FCA US LLC.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-069. 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:

Cargo Load Floor Lid Difficult to Open and Close

OVERVIEW:

This bulletin involves replacing the cargo load floor lid due to excessive effort needed to open and close the lid.

MODELS:

2016 (WD) Dodge Durango

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA.**

NOTE: This bulletin applies to vehicles built on or after January 21, 2016 (MDH 0121XX) and on or before March 02, 2016 (MDH 0302XX) equipped with the Delete 3rd Row Seat (Sales Codes CF9).

SYMPTOM/CONDITION:

Customers may describe excessive effort is required to open and close the cargo load lid.

The cargo load floor lid may have excessive effort (more than 15 lbs of force) when opening and closing due to interference between the rear edge of the cargo floor load lid and the tailgate scuff plate.

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 listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	5LC39DX9AE	Lid, Cargo Load Floor

REPAIR PROCEDURE:

1. Replace the cargo load floor lid. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Interior/Load Floor, Cargo/Removal/Installation.

NOTE: If after the cargo load floor lid is replaced and there is still an excessive amount of effort (more than 15 lbs of force) when opening and closing. Proceed to [Step #2](#).

2. Move the weather strip at the corner of the liftgate scuff plate to unseat the retention clips at the corner ([Fig. 1](#)) and remove the scuff plate. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Interior/PLATE, Scuff, Liftgate/Removal.



Fig. 1 Scuff Plate

3. Loosen the two nuts that secure the rear cargo bin (Fig. 2).

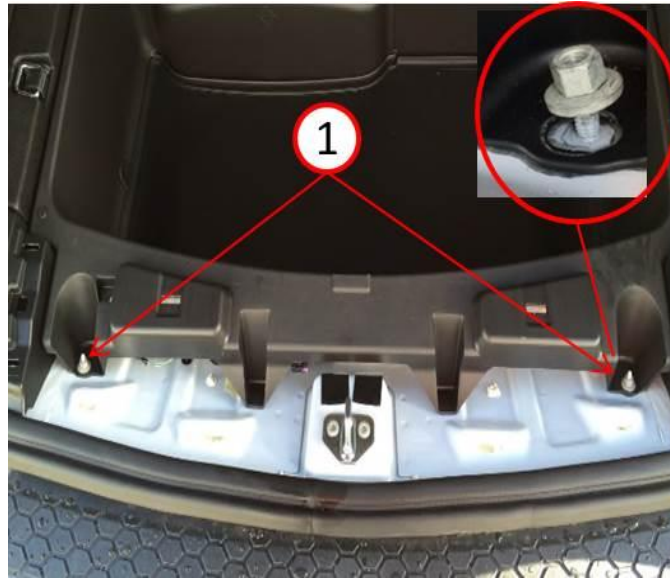


Fig. 2 Cargo Bin Nuts

1 - Nuts

4. Push the bin forward at each stud, and retighten to 3.6 N·m (32 in lbs) ([Fig. 3](#)).



Fig. 3 Push Forward

5. Loosen the two nuts at the car jack compartment (Fig. 4).

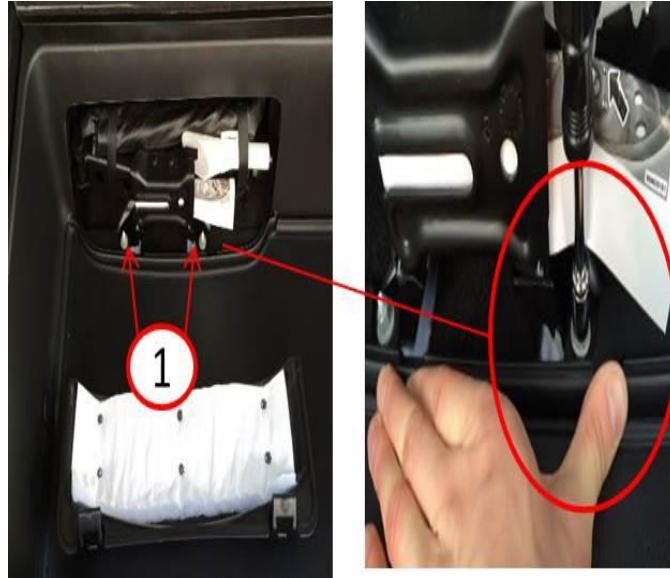


Fig. 4 Jack Compartment Nuts

1 - Nuts

-
6. Push the bin forward at each stud, and retighten to 3.6 N·m (32 in lbs).

7. Move the weather strip out of the way and seat the scuff plate at both ends (Fig. 5). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Interior/PLATE, Scuff, Liftgate/Installation.
8. Seat the weather seal by pulling out and then pushing in while you seat the scuff plate (Fig. 5).



Fig. 5 Weather Strip

- 1 - Pull Out
- 2 - Push In

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-21-45-94	Cargo Load Lid - Replace And Adjust Bin (0 - Introduction)	6 - Electrical And Body Systems	0.2 Hrs.

FAILURE CODE:

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