

**Customer:** Multiple

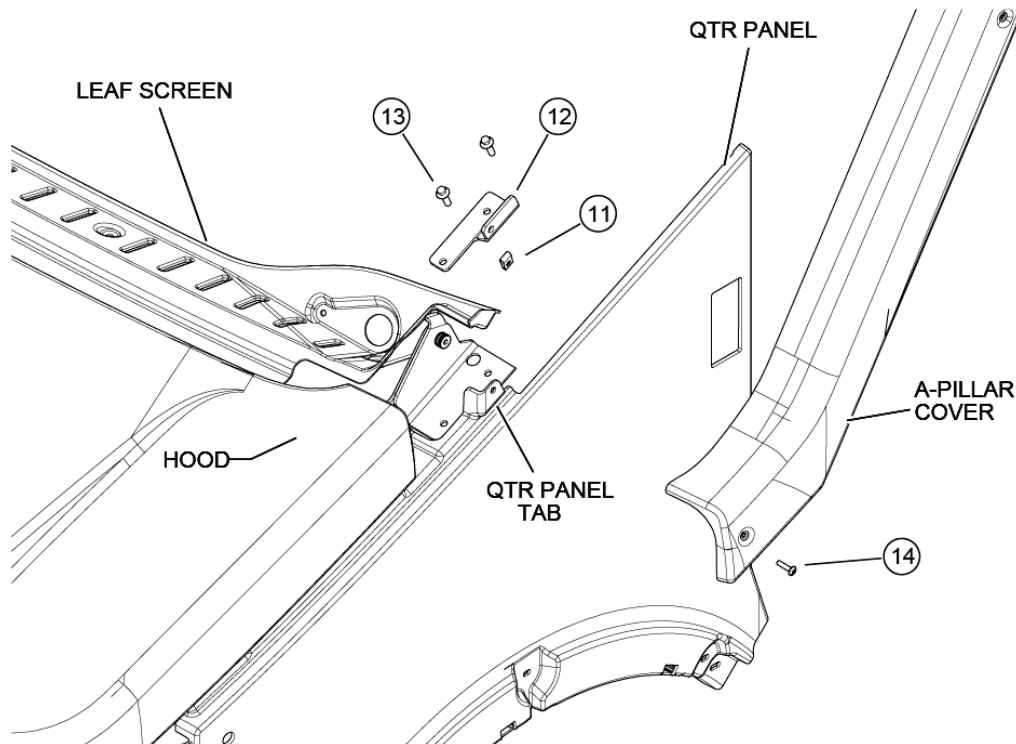
**Situation:** A-pillar cover may detach from quarter panel

**Corrective Action Summary:** Install trim mount bracket at hood hinge

**Range of Units Affected:** Reach walk-in vehicles manufactured between 2012 and 2015. Utilimaster Warranty Department to verify chassis VIN.

**Authorized to Perform the Work:**

- √ Customer or customer contractor
- √ Utilimaster or Utilimaster contractor



**Parts Required: KIT 23003807SK HOOD HINGE/QTR PNL TAB**

ID	Part Number	Description	Qty
0	REFERENCE	23003807a KIT HOOD HINGE/QTR PNL TAB	
11	11601257	U-NUT M6 X 1.00	2
12	22827442	BRACKET LH A-PILLAR TRIM MOUNT	1
12_RH	22827443	BRACKET RH A-PILLAR TRIM MOUNT	1
13	UT29-BB1-007	BOLT M8-1.25 X 25 FLG	4
14	UT02-BB1-001	SCREW M6-1.00 x 25	2
NS_1	03104479	DECAL SERVICED JOB CODE	1
NS_2	03103361-B025EN	A-PILLAR TRIM PANEL TAB SERVICE BULLETIN	1

**Tools Required:**

- Metric combination and ratchet wrench sets
- Hex key set including size 4 mm
- Torque wrenches

**! CAUTION**

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

**Inspection:**

1. Read and understand all the instructions before starting the repair.
2. If A-pillar trim cover is firmly secured at the quarter panel, no further action is necessary.
3. If quarter panel tab is cracked or broken, proceed with repair.

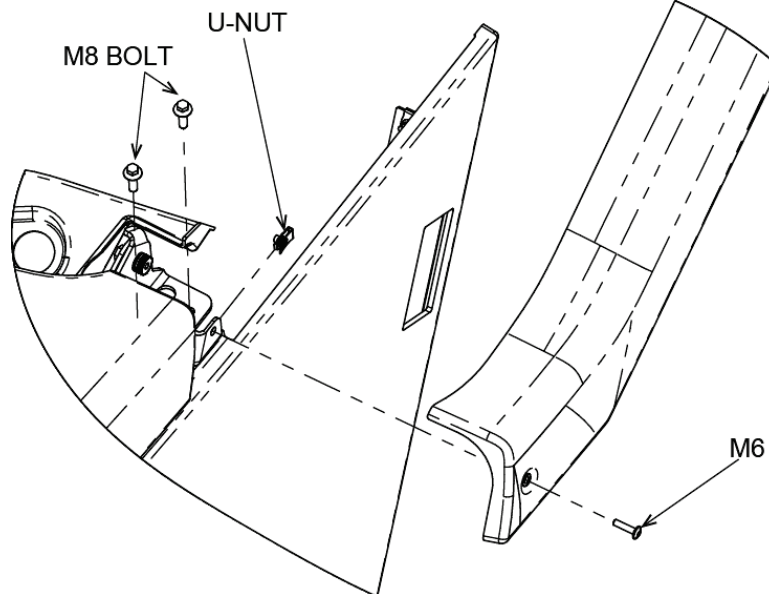
**Procedure:****NOTICE**

*Installation of support bracket does NOT require removal of the hood or quarter panels.*

*Do NOT remove both RH and LH side hinge bolts at the same time. This may damage the hood assembly.*

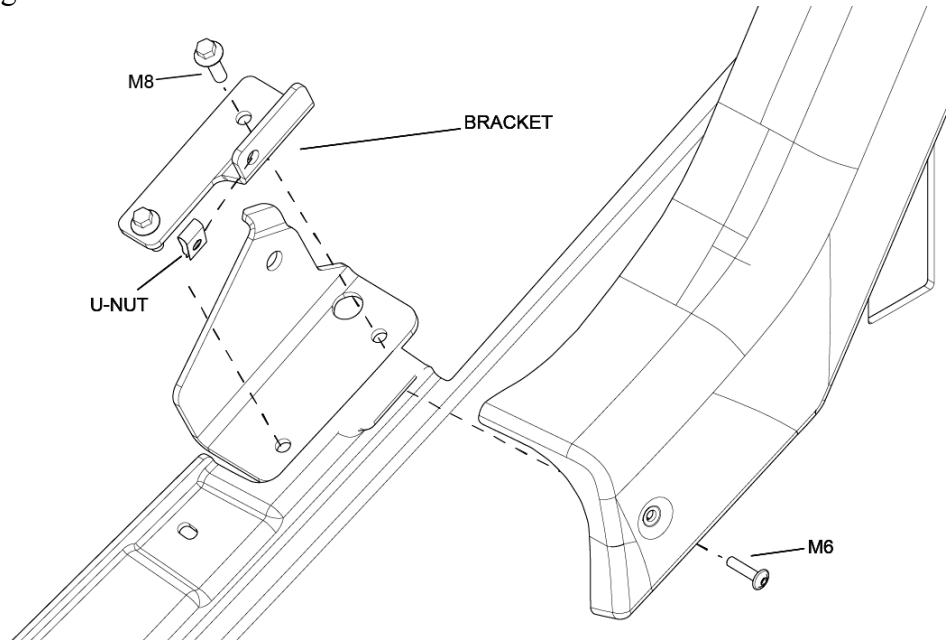
*Discard all fasteners unless otherwise noted.*

1. Remove M6 bolt from LH A-pillar and set aside.
2. Remove U-nut from quarter panel and discard.
3. Remove (2) M8 bolts from hood hinge and discard.



*Remove panel screw, LH hinge bolts, and U-nut*

4. Insert replacement U-nut on A-pillar trim mount bracket.
5. Align LH trim mount bracket over hood hinge.
6. Secure (2) M8 replacement bolts through A-pillar trim mount bracket and hood hinge.



*Trim bracket mounted on hinge (hood and A-pillar trim omitted for clarity)*

7. Torque to 17–21 ft•lb
8. Secure A-pillar trim cover with M6 screw.
9. Torque to 15–25 in•lb
10. Repeat process on RH hood hinge.



## A-Pillar Trim Panel Tab Service Bulletin

11. Use Job Code 13-M9-08-M6 from this document to complete the SERVICED decal.
12. 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: 03/15/2017**

### **Contact Utilimaster to Order Parts and File Warranty.**

**Email:** [Warranty@Utilimaster.com](mailto:Warranty@Utilimaster.com)

**Phone:** 574-848-2000

**Mail or Express Service:**

**Fax:** 574-848-2809

Utilimaster Corp.

Attn: Warranty Dept.

603 Earthway Blvd.

Bristol, IN 46507-9182, USA

Labor Allowance: 0.50 hour      Job Op Code: 13-M9-08-M6

Document Part Number: 03103361-B025EN

Revision: A