



NUMBER: 23-017-20

GROUP: 23 - Body

DATE: June 4, 2020

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SUBJECT:

Sliding Door Lock(s) Inoperative

OVERVIEW:

This bulletin involves replacing either one or both of the sliding door lock actuators (if necessary).

MODELS:

2016 - 2017 (RT) Chrysler Town & Country
Dodge Caravan

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, LATAM, APAC and EMEA.

NOTE: This bulletin applies to vehicles built on or after November 01, 2015 (MDH 1101XX) and on or before June 30, 2017 (MDH 0630XX)

SYMPTOM/CONDITION:

The customer may describe that either one or both of the sliding door locks do not function and/or emit a loud buzzing noise during lock/unlock operation.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	05020678AC	Sliding Door Lock Actuator - RT
1 (AR)	05020679AC	Sliding Door Lock Actuator - LT

REPAIR PROCEDURE:

1. Replace the sliding door lock actuator (Fig. 1) . Refer to the detailed service procedures available in DealerCONNECT>Service Library under: Service Info>23 - 23 - Body / Doors - Sliding / Actuator, Inside Handle / Removal and Installation.

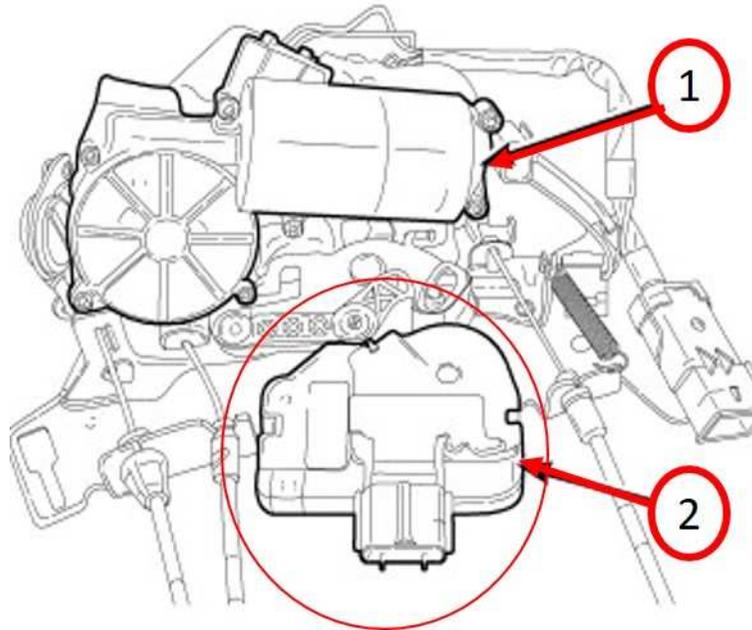


Fig. 1
Sliding Door Lock Actuator

- 1 - Motor
- 2 - Sliding Door Lock Actuator

2. Repeat step Step 1 for the other side if replacement is necessary.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-30-10-94	Actuator, Sliding Door Lock - Replace One (2 - Skilled)	6 - Electrical and Body Systems	1.2 Hrs.
08-30-10-95	Actuator, Sliding Door Lock - Replace Both (2 - Skilled)	6 - Electrical and Body Systems	2.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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