



**NUMBER:** 23-031-20

**GROUP:** 23 - Body

**DATE:** November 14, 2020

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 20-088, date of issue November 14, 2020. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.

**SUBJECT:**

Door Glass Run Channel Weather Stripping Split Or Torn

**OVERVIEW:**

This bulletin involves inspecting and possibly replacing the door glass channel weatherstripping.

**MODELS:**

2020 (JC) Dodge Journey

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

**NOTE:** This bulletin applies to vehicles built on or after June 13, 2020 (MDH 0613XX) and on or before June 23, 2020 (MDH 0623XX).

**SYMPTOM/CONDITION:**

The customer may describe one or more of the following:

- One or more door glass channel weatherstripping has split or torn, at the front door glass and/or rear door glass.
- Increased wind noise and possible water leaks at the door glass.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the diagnostic procedure.

1. Place the ignition in the 'on' or 'run' position and cycle down, all the door windows. Place the ignition in the 'off' position.

2. Visibly inspect all four door glass channel weatherstripping for splits and tears, specifically at the stripping joints (Fig. 1) .  
If each weatherstripping is not visibly cracked, check the joint by applying pressure on the molded joint, pressing the joint in all the way and then letting go (Fig. 2) . Repeat pushing each joint five times.



**Fig. 1**  
**Examples Of Weatherstripping Splits And Tears**



**Fig. 2**  
**Pushing On Molded Joint**

- 3. Using a trim stick or equivalent, gently lift the lip of each door glass channel weatherstrip at the molded joint (Fig. 3) .



**Fig. 3**  
**Using Trim Stick**

- 4. Does any of the door glass channel weatherstripping have a split or tear?
  - YES>>> Replace the door glass channel weatherstripping. Proceed to [Step 1](#) of the Repair Procedure.
  - NO>>> No Further diagnosis necessary. This bulletin has been completed, use LOP (23-33-20-9T) to close the active RRT.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	05076870AF	Weatherstrip, Right Front Door Glass
1 (AR)	05076871AF	Weatherstrip, Left Front Door Glass
1 (AR)	05076872AD	Weatherstrip, Right Rear Door Glass
1 (AR)	05076873AD	Weatherstrip, Left Rear Door Glass

**REPAIR PROCEDURE:**

**NOTE:**

- Only replace the door glass channel weatherstrippings that are split or torn. Do not replace all door glass channel weatherstrippings.
- To aid the installation of the weatherstripping, lubricate the weatherstripping with soapy water or equivalent lubricant.

- Using a trim stick or equivalent, replace the window weatherstripping on the door glass run channel (Fig. 4) .



Fig. 4  
Weatherstripping Removal

- Verify the weatherstripping is fully seated into the door glass channel and cycle the door glass twice, making sure the glass is located between the weatherstrip with no binding.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-33-20-9T	Weatherstrip, Door Glass - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-33-20-9U	Weatherstrip, Door Glass - Inspect and Replace ( <b>One Door</b> ) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-33-20-9V	Weatherstrip, Door Glass - Inspect and Replace ( <b>Two Doors</b> ) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
23-33-20-9W	Weatherstrip, Door Glass - Inspect and Replace ( <b>Three Doors</b> ) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
23-33-20-9X	Weatherstrip, Door Glass - Inspect and Replace ( <b>Four Doors</b> ) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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