



**NUMBER:** 23-036-21 REV. A

**GROUP:** 23 - Body

**DATE:** November 17, 2021

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**This bulletin supersedes Technical Service Bulletin (TSB) 23-036-21, date of issue November 10, 2021, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include updated part numbers.**

**SUBJECT:**

Sliding Door Lock(s) Inoperative - X98 Warranty Extension

**OVERVIEW:**

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

**MODELS:**

2015 - 2017                      (RT)                      Chrysler Town & Country  
Dodge Caravan

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

**NOTE: This bulletin applies to vehicles built on or after May 01, 2015 (MDH 0501XX) and on or before January 09, 2017 (MDH 0109XX) equipped with Power Locks (Sales Code JPB).**

**SYMPTOM/CONDITION:**

The customer may describe one or more of the following:

- Either one or both of the sliding door locks do not function.
- The door lock(s) emit a loud buzzing noise during lock/unlock operation and do not lock/unlock the door.

**NOTE: The doors can still be manually locked or unlocked.**

**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 Diagnostic Trouble Codes (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.

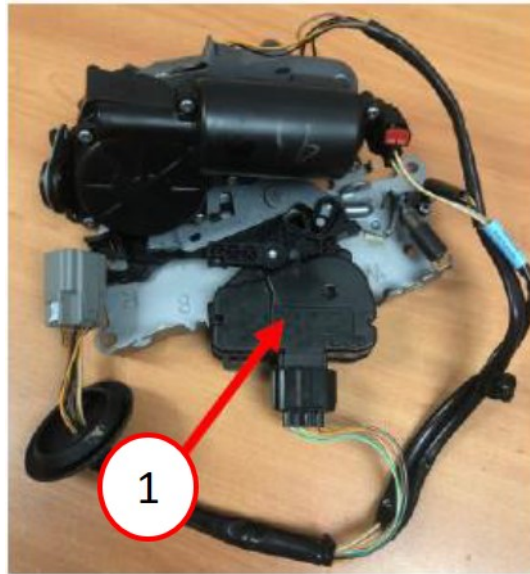
If the customer describes the symptom/condition listed above, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	**CXLHX982AA**	Sliding Door Lock Actuator - RT
1 (AR)	**CXLHX981AA**	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 - Body / Doors - Sliding / Actuator, Inside Handle / Removal and Installation.



**Fig. 1**  
**Sliding Door Latch Assembly**

1 - Sliding Door Lock Actuator

2. Repeat [Step 1](#) for the other door if replacement is necessary.

**POLICY:**

Vehicles included in this Service Bulletin have a warranty extension to 15 years / 150,000 miles from in service date warranty period for this repair. See Warranty Bulletins: U.S. D-21-15, Canada SAB 2021-24, International ID-21-24 and Mexico BG-14-21, for details associated with the warranty extension.

**TIME ALLOWANCE:**

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

**FAILURE CODE:**

ZZ	Service Action
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