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|---------------------------|---|--------------|---------------|--|------------------------------|
| REFERENCE: | TSB: 23-070-23 GROUP 23 - Body | Date: | June 16, 2023 | REVISION: | - |
| VEHICLES AFFECTED: | 2023 (WD) Dodge Durango This bulletin applies to vehicles built on and after March 10, 2023 (MDH 0310XX) and on and before March 14, 2023 (MDH 0314XX). | | | MARKET APPLICABILITY: | |
| | | | | <input checked="" type="checkbox"/> NA | <input type="checkbox"/> CH |
| | | | | <input type="checkbox"/> EE | <input type="checkbox"/> IAP |
| | | | | <input type="checkbox"/> SA | <input type="checkbox"/> MEA |
| CUSTOMER SYMPTOM: | Customer may experience one or more of the following: <ul style="list-style-type: none"> • Liftgate is hard to close. • Poor liftgate alignment/ fit, gap | | | | |
| CAUSE: | Liftgate striker too far forward in vehicle. | | | | |

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-173, date of issue June 16, 2023. All applicable RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves inspecting and possibly adjusting the liftgate as needed to achieve proper liftgate operation.

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|--|---------------------------------|------------|
| 23-19-04-90 | Liftgate Gap And Operation - Inspect (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 23-19-04-91 | Liftgate Gap And Operation - Inspect and Adjust (0 - Introduction) | 6 - Electrical and Body Systems | 0.3 Hrs. |
| Failure Code | ZZ | Service Action | |

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Inspection Procedure.

INSPECTION:

1. Inspect liftgate alignment and operation (Fig. 1) , (Fig. 2) .



Fig. 1
Left Gap Too Tight



Fig. 2
Right Gap Too Tight

- 2. Is the liftgate hard to close and/or is the gap too tight? Check the gap between the liftgate and body. The gap should be 4.0mm +/-2mm. (.158" +/-0.078")(Fig. 3) .



Fig. 3
2.5mm Feeler Gauge

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>> This bulletin has been completed. Use inspect LOP (23-19-04-90) to close the active RSU.

SPECIAL TOOLS/EQUIPMENT:

| Description | Ref. No. | Notes |
|--------------|----------|----------------|
| Feeler Gauge | | Essential Tool |

REPAIR PROCEDURE:

1. Adjust the liftgate. Refer to the detailed service procedures listed in DealerCONNECT>Service Library under: 23 - Body / Decklid/Hatch/Liftgate/Tailgate/Swing Gate / Liftgate / Adjustments/ In/Out Adjustment/ Lower.
2. Verify the liftgate gap is correct. This bulletin has been completed. Use LOP (23-19-04-91) to close the active RSU.

POLICY:

Reimbursable within the provisions of the warranty.

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