

REFERENCE:	TSB: 23-082-23 GROUP 23 - Body	Date:	July 11, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WD) Dodge Durango This bulletin applies to vehicles built on or after March 01, 2023 (MDH 0301XX) on or before March 14, 2023 (MDH 0314XX).	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	Door B-pillar applique loose or peeling off door (Fig. 1) .				
CAUSE:	Appliques not properly glued down.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-207, date of issue July 11, 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.



Fig. 1

Door B-Pillar Applique Loose Or Peeling Off

REPAIR SUMMARY:

This bulletin involves inspecting all four door B-pillar appliques and possibly replacing any B-pillar appliques that are loose or peeling off.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-05-11-99	Applique, Front and Rear - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-05-11-56	Applique, Left Front - Replace (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
23-05-11-57	Applique, Right Front - Replace (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
23-05-11-58	Applique, Left Rear B-Pillar - Replace (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
23-05-11-59	Applique, Right Rear B-Pillar - Replace (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	57010262AI	Applique, B-Pillar - Front Right	
1 (AR)	57010263AI	Applique, B-Pillar - Front Left	
1 (AR)	57010260AJ	Applique, B-Pillar - Rear Right	
1 (AR)	57010261AJ	Applique, B-Pillar - Rear Left	

DIAGNOSIS:

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

1. Inspect all B-pillar door appliques.
2. Were any door B-pillar appliques loose or peeling off the doors (Fig. 1) ?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed. Use inspect LOP (23-05-11-99) to close the active RSU.

REPAIR PROCEDURE:

1. Replace the door B-pillar appliques as required. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Doors - Rear / Applique / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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