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Case Number: S2323000063

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Symptom/Vehicle Issue: Outer Tail Lamp Front Edge Has A Gap To The Quarter Panel Or Tail Lamp Appears Loose.

Customer Complaint/Technician Observation: Technician may find the lamp will not fully seat and snap into position. Front section of the lamp is touching the quarter panel flange. The interference may not allow it to fully seat.

Discussion:

1. Attempt to remove and reinstall the lamp. Note the round rubber gromets shown in Fig 1 are one time only use and will require replacement. Refer to Service Library 08 - Electrical / 8L - Lamps and Lighting / Lamps/Lighting - Exterior / LAMP, Tail / Removal and Installation.
2. Did removal and installation of the lamp resolve the condition?

>>>Yes. Reassemble the vehicle and return to the owner. Repair complete.

>>>No. Unable to fully seat the lamp or gap is still an issue. Proceed to step 3.
3. Inspect the quarter panel flange at the front of the tail lamp opening. If the lamp has interference to the metal flange the flange will require adjustment. Only follow this procedure if it is impossible to seat the front edge of the tail lamp using other means such as replacing the grommets. You will need to use a body

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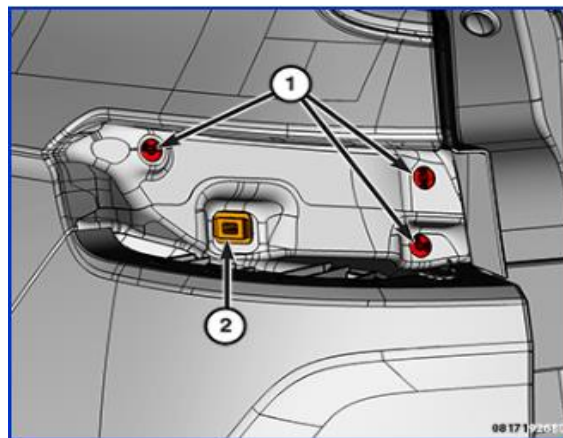
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hammer, non-marring block or dolly, and protective masking tape to protect the finish on the vehicle. Using the body hammer gently adjust the quarter panel flange at the forward edge of the tail lamp pocket in order to allow the lamp to fully seat (Fig 2.). Work slowly and carefully to protect the finish on the lip. If paint damage does occur repair the paint damage using standard refinish methods. Then seat the tail lamp and reassemble.



1 - Round Grommets

2 - Rectangular Grommet

Fig 1.
Outer Tail lamp location. Left shown. Right similar.

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Fig 2.

Left image- curled flange preventing tail lamp to fully seat.

Right image – Ideal shape of the flange to allow the lamp to properly mount.

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