

REFERENCE:	TSB: 23-013-24 REV. A GROUP: 23 - Body	Date:	June 19, 2024	REVISION:	23-013-24
VEHICLES AFFECTED:	2023 - 2024 (WD) Dodge Durango This bulletin applies to vehicles built on or after October 09, 2023 (MDH 1009XX) and on or before **January 12, 2024 (MDH 0112XX)** equipped with Floor Carpet (Sales Code CKD).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA		<input checked="" type="checkbox"/> MEA	
		<input checked="" type="checkbox"/> SA		<input type="checkbox"/> IAP	
		<input checked="" type="checkbox"/> EE		<input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none"> Right hand front carpet exhibits bare spots, carpet pulling apart and/or carpet fibers are coming out Fig. 1. 				
CAUSE:	Manufacturing issue				

This bulletin supersedes Technical Service Bulletin (TSB) 23-013-24, date of issue February 28, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated build date and RSU statement.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-042, date of issue February 28, 2024. 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.****



Fig. 1
Inspection Locations

REPAIR SUMMARY:

This bulletin involves inspecting and possibly replacing the right hand front carpet.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-21-15-98	Carpet, Right Front - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-21-15-99	Carpet, Right Front - Inspect and Replace (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	5VK16DX9AF	Carpet, Front Floor, Right	

DIAGNOSIS:

If a customers VIN is listed in VIP or your RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Trim Tool	C-4755	Essential Tool

REPAIR PROCEDURE:

1. Remove the passenger front floor mat.
2. Inspect the right front floor carpet for deterioration or bare spots [Step 2](#).



Fig. 2
Front Right Floor Carpet Deterioration

3. Does the right front floor carpet exhibit deterioration or bare spots?
 - YES>>> [Step 6](#).
 - NO>>> [Step 4](#).
4. Using a trim stick or equivalent tool, agitate the carpet with moderate pressure while inspecting for carpet fibers pulling up [Fig. 3](#).



Fig. 3
Agitating Right Front Floor Carpet

5. Do the carpet fibers pull up?
 - YES>>> Proceed to [Step 6](#).
 - NO>>> This bulletin has been completed. Use Inspection LOP (23-21-15-98) to close the active RSU.
6. Replace the right front floor carpet. Refer to the detailed service procedures listed in DealerCONNECT> Service Library under: 23 - Body / Interior / Carpet, Floor / Removal and Installation.
7. Install the passenger front floor mat.

POLICY:

Reimbursable within the provisions of the warranty.

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