

**Technical Service Bulletin (TSB)**  
**Sliding Door Lock(s) Inoperable Warranty Extension XV1**

|                           |                                                                                                                                                                                                                                                                                                                                                                                     |              |                                                                                                                                                                                                                            |                  |   |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---|
| <b>REFERENCE:</b>         | <b>TSB:</b> 23-003-25<br><b>GROUP:</b> 23 - Body                                                                                                                                                                                                                                                                                                                                    | <b>Date:</b> | January 30, 2024                                                                                                                                                                                                           | <b>REVISION:</b> | — |
| <b>VEHICLES AFFECTED:</b> | <b>2017 - 2019 (RT) Chrysler Town &amp; Country / Dodge Caravan</b><br>This bulletin applies to vehicles built on or after January 10, 2017 (MDH 0110XX) equipped with Power Locks (Sales Code JPB).                                                                                                                                                                                |              | <b>MARKET APPLICABILITY:</b><br><input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA<br><input type="checkbox"/> SA <input type="checkbox"/> IAP<br><input type="checkbox"/> EE <input type="checkbox"/> CH |                  |   |
| <b>CUSTOMER SYMPTOM:</b>  | <p><b>The customer may describe one or more of the following:</b></p> <ul style="list-style-type: none"> <li>• Either one or both of the sliding door locks do not function.</li> <li>• The door lock(s) emit a loud buzzing noise during lock/unlock operation and do not lock/unlock the door.</li> </ul> <p><b>NOTE: The doors can still be manually locked or unlocked.</b></p> |              |                                                                                                                                                                                                                            |                  |   |
| <b>CAUSE:</b>             | Door lock actuator                                                                                                                                                                                                                                                                                                                                                                  |              |                                                                                                                                                                                                                            |                  |   |

**REPAIR SUMMARY:**

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

**CLAIMS DATA:**

| Labor Operation No: | Labor Description                                                  | Skill Category                  | Labor Time |
|---------------------|--------------------------------------------------------------------|---------------------------------|------------|
| 08-30-10-90         | Actuator, Sliding Door Lock - <b>Replace One</b><br>(2 - Skilled)  | 6 - Electrical and Body Systems | 1.1 Hrs.   |
| 08-30-10-91         | Actuator, Sliding Door Lock - <b>Replace Both</b><br>(2 - Skilled) | 6 - Electrical and Body Systems | 2.2 Hrs.   |
| Failure Code        | ZZ                                                                 | Service Action                  |            |

**SPARE PARTS:**

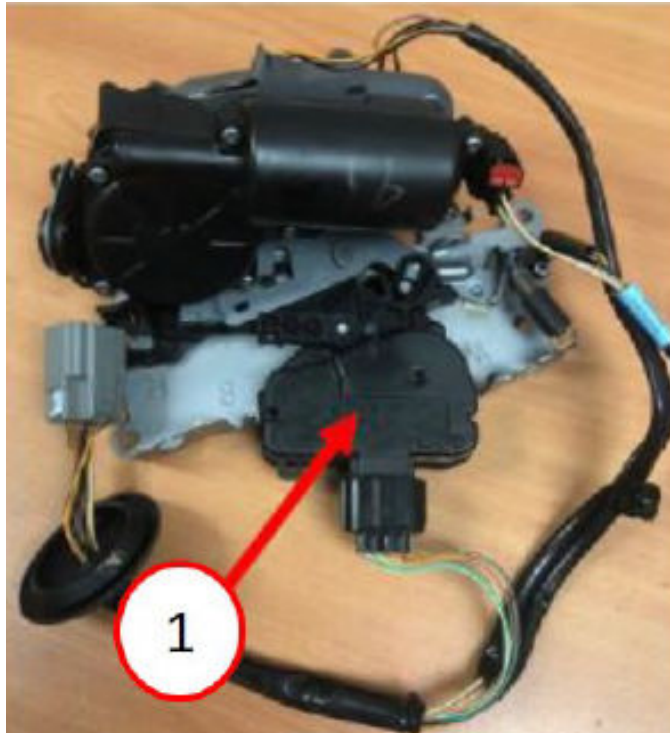
| Qty    | Part No.   | Description                | Notes |
|--------|------------|----------------------------|-------|
| 1 (AR) | CXLHX982AA | Sliding Door Lock Actuator | Right |
| 1 (AR) | CXLHX981AA | Sliding Door Lock Actuator | Left  |

## DIAGNOSIS:

If the customer describes any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

## REPAIR PROCEDURE:

1. Replace the sliding door lock actuators [Fig. 1](#) as required. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 23 - Body / Doors - Sliding /Actuator, Inside Handle / Removal and Installation.



**Fig. 1**  
Sliding Door Latch Assembly

1 - Sliding Door Lock Actuator

## POLICY:

Vehicles included in this Technical Service Bulletin have a Warranty Extension to 10 years / 100,000 miles from in service date warranty period for this repair. See Warranty Bulletins: U.S. D-25-03, Canada SAB 2025-03, Mexico CS-07-25 and Puerto Rico/U.S. Virgin Islands ID-25-01 for details associated with the Warranty Extension.

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