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Case Number: S2523000062

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Symptom/Vehicle Issue: Bumper Mounted 7 Pin Trailer Tow Connector

Customer Complaint/Technician Observation: Customer finds corrosion or oxidation in the 7-way connector (vehicle side). Corrosion could be green in color or white powder in appearance in the housing and or on the pins themselves. Customer may also not find corrosion.



Discussion: Open the spring loaded 7-way trailer plug door mounted on the rear bumper to inspect for presence of dielectric grease. If grease is present- this document does not apply. Continue with cleaning of pins and making a suitable repair. If there is no dielectric grease in the connector proceed with the below procedure.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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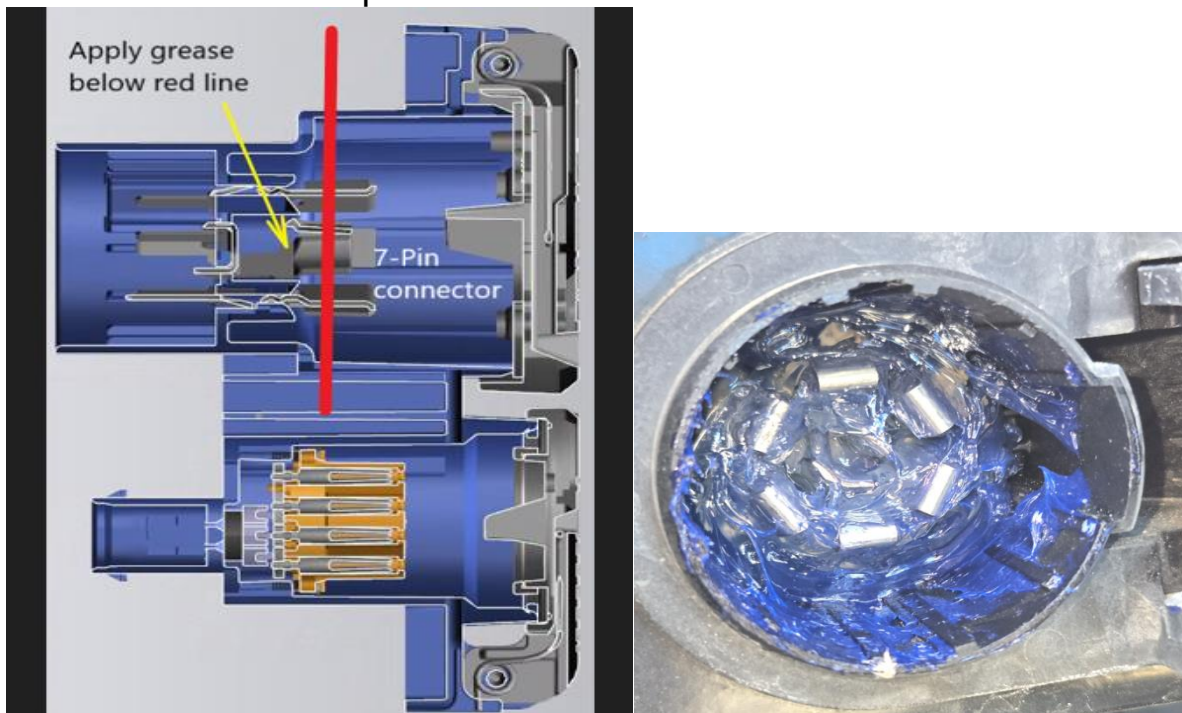
Parts Required:

05013781AB - MOPAR dielectric grease. 2oz needed.

05018045AC – MOPAR electrical contact cleaner

Repair Procedure:

1. Disconnect the battery to power down the vehicle.
2. Clean and dry 7-pin connector socket. Use electrical contact cleaner and small soft brushes to clean the connector housing of dirt and corrosion. Allow connector to fully dry before proceeding.
3. Apply entire tube (2oz) of dielectric grease Mopar dielectric grease 05013781AB to connector pocket, focusing on getting the grease as far down towards the base of the terminal as possible.



Cross Section Of 7-way Connector.

Dielectric Grease To Be Added In The Deepest Part Of The Connector As Shown.

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