



NUMBER: 23-046-16

GROUP: Body

DATE: September 28, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-092. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Incorrect Gap Tolerance Between The Liftgate And Left Tail Lamp

OVERVIEW:

This bulletin involves removing excess sealant from the body behind the tail lamp to open the gap clearance between the left tail lamp and the liftgate.

MODELS:

2017	(WK)	Jeep Grand Cherokee
2017	(WD)	Dodge Durango

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA, APAC, EMEA and LATAM.

NOTE: This bulletin applies to vehicles built on or after August 11, 2016 (MDH 0811XX) and on or before August 13, 2016 (MDH 0813XX).

SYMPTOM/CONDITION:

Customers may notice that the left rear tail lamp has too tight of a gap (Fig. 1) compared to the right rear tail lamp (Fig. 2).



Fig. 1 Too Close Of Gap Clearance

1 - Gap Clearance Too Close (Left Side)

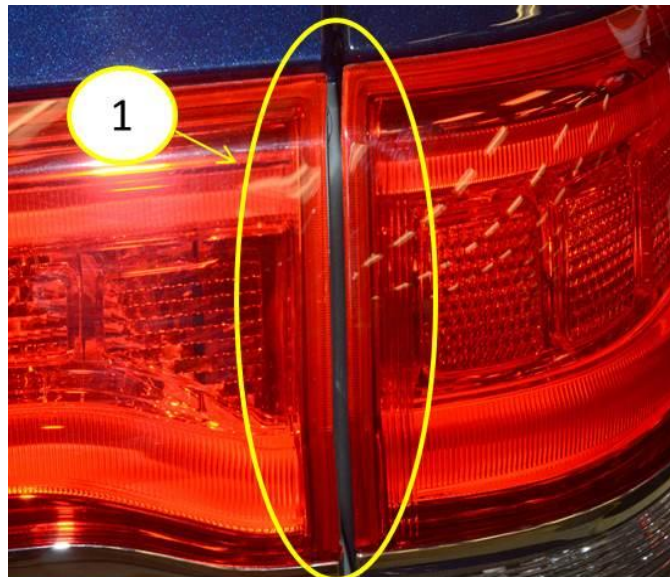


Fig. 2 Proper Gap Clearance

1 - Proper Gap Clearance (Right Side)

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list or for customers that describe the symptom/condition listed above, perform the following diagnosis procedure.

1. Compare the gap between the left tail lamp and the liftgate (Fig. 1) with the gap between the right tail lamp and the liftgate (Fig. 2).
2. Is there a tighter gap on the left tail lamp side?
 - a. YES>>> Proceed to Step #1 of the repair procedure.
 - b. NO >>> There is an acceptable or the same gap on both sides of the vehicle. This bulletin has been completed. Use LOP (23-00-30-93) to close the active RRT.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	NPN	Kent® High Tech Clear P10200
1 (AR)	NPN	3M® 08682 Single Step Primer = (30 mL)

NOTE: Each Kent® High Tech Clear P10200 will service approximately 3 vehicles.

NOTE: Each 3M® 08682 Single Step Primer = (30 mL) will service approximately 20 vehicles.

REPAIR PROCEDURE:

1. Remove the left tail lamp assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 08 - Electrical/8L - Lamps and Lighting/Lamps/Lighting - Exterior/Lamp, Tail Stop Turn/Removal.
2. Remove sealant using scraper tool (Fig. 3). Sealant should be removed from these areas (Fig. 4).



Fig. 3 Removing Sealant

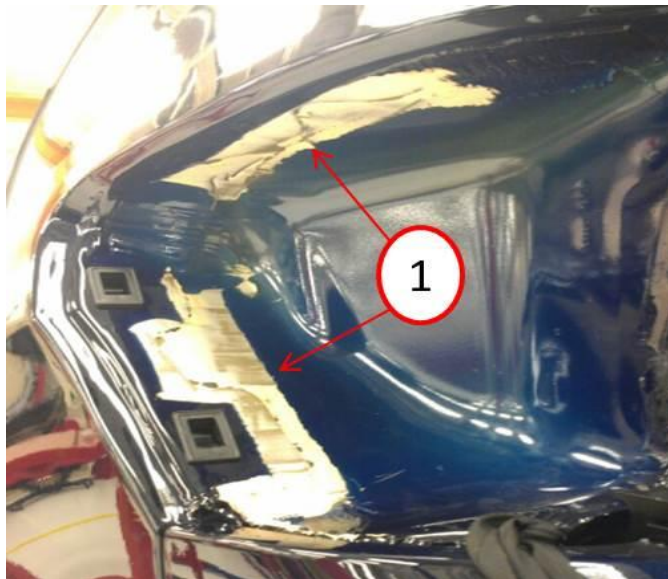


Fig. 4 Area To Be Removed And Reapplied Sealant

1 - Areas To Be Removed And Reapplied With New Sealant

3. Using an air nozzle or equivalent, blow air around the tail lamp body housing area to remove any excess particles.
4. Apply a corrosion-preventor primer (3M® single step primer) or equivalent to any bare metal. Allow the primer to dry per the manufacturer's directions.
5. Clean and prepare application area as needed before applying sealer per the manufacturer's directions (Fig. 4).
6. Apply clear air dry sealant (Kent High-Tech Seam Sealer). Using a brush, seal the seam completely from top to bottom and allow to fully dry per the manufacturer's directions.
7. Smooth out flat the newly applied sealer with wood applicator or equivalent (Fig. 4).
8. Install the left tail lamp assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 08 - Electrical/8L - Lamps and Lighting/Lamps/Lighting - Exterior/Lamp, Tail Stop Turn/Installation.
9. Evaluate the gap between the tail lamp and the liftgate comparing it to the right tail lamp gap.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-00-30-93	Gap - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.0 Hrs.

	Related		
95-23-00-50	Handling Fee For Gap Inspection.		\$5.00

Labor Operation No:	Description	Skill Category	Amount
23-00-30-94	Body Seam, Left Rear Tail Lamp Body Housing Reseal (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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PART REIMBURSEMENT DETAIL:

Part No:	Description
NPN	Kent® High Tech Clear P10200
NPN	3M® 08682 Single Step Primer

NOTE: This part number is for reimbursement only and will need to be claimed for 1/2 the value of Kent® High Tech Clear P10200 for each side repaired or it will be rejected. If this is a non-MOPAR part or product, a copy of the invoice showing the purchase of the non-MOPAR part or product needs to be attached to the reimbursement claim.

NOTE: This part number is for reimbursement only and will need to be claimed for the value of 3M® 08682 or it will be rejected. If this is a non-MOPAR part or product, a copy of the invoice showing the purchase of the non-MOPAR part or product needs to be attached to the reimbursement claim.