



**NUMBER:** 23-032-15

**GROUP:** Body

**DATE:** August 21, 2015

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-087. 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:***

Front Door Latch Striker Dragging And/Or High Door Closing Effort

***OVERVIEW:***

This bulletin involves adjusting the front door latch striker.

***MODELS:***

2015 (RT) Chrysler Town And Country  
Dodge Caravan  
Ram C/V Tradesman

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

**NOTE: This bulletin applies to vehicles built on or after September 30, 2014 (MDH 0930XX) and on or before February 01, 2015 (MDH 0201XX).**

***SYMPTOM/CONDITION:***

The customer may describe one or both front door latches dragging on the door strikers and/or higher than expected door closing effort.

***DIAGNOSIS:***

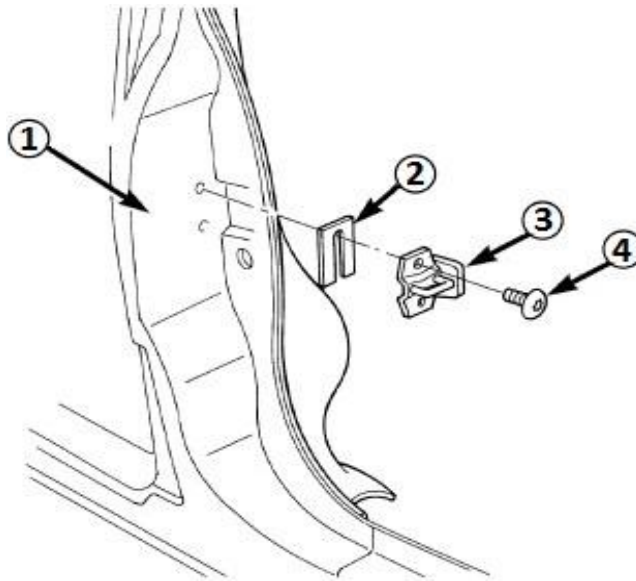
If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above or if the technician finds the condition during Pre Delivery Inspection (PDI), perform the Repair Procedure.

**REPAIR PROCEDURE:**

1. Open and close both right and left front doors while feeling for the door latch dragging on the door striker.
2. Is the door latch dragging on the door striker?
  - a. YES>>> Continue with the Repair Procedure [Step #3](#).
  - b. NO>>> This bulletin has been completed, use LOP (23-41-04-97) to close the active RRT.
3. Using a grease pencil or equivalent, mark the installed position of the door latch striker (3) in relationship to the B-pillar (1) ([Fig. 1](#)).
4. Loosen the two screws (4) that secure the latch striker (3) to the B-pillar (1) ([Fig. 1](#)).

**NOTE: The striker is a deformable attachment design, a dead blow hammer may be required for striker position adjustment.**

5. Adjust the latch striker (3) to the center of the latch. Tighten the screws (4) to 28 N·m (21 ft. lbs.) ([Fig. 1](#)).
6. Verify proper door fit and operation. Refer to the gap and flush specifications available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Body Structure> Gap and Flush> Specifications.



**Fig. 1 Front Door Latch Striker**

- 1 - B-Pillar
  - 2 - Shims
  - 3 - Striker
  - 4 - Screws
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**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-41-04-97	Inspect Left and Right Front Door Closing Effort (0 - Introduction)	6 - Electrical and Body Systems	0.0 Hrs.
23-41-04-98	Inspect and Adjust One Front Door Striker and Verify Gap Flushness (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-41-04-99	Inspect and Adjust Both Front Door Strikers and Verify Gap Flushness (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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