

Technical Service Bulletin

NUMBER: 23-26-99

GROUP: Body

EFFECTIVE DATE: Aug. 13, 1999

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SUBJECT:

Rattle Noise At The Sliding Door Upper Track Or B-Post Area.

OVERVIEW:

This bulletin involves adjusting the sliding door, and/or installing Ultra High Molecular Weight Polyethylene (UHMWPE) tape on the sliding door upper track, installing revised sliding door stabilizers, and revised overslam bumpers.

MODELS:

1996 – 1999 (NS) Town & Country/Caravan/Voyager
1996 – 1999 (GS) Chrysler Voyager (International Market)

SYMPTOM/CONDITION:

Rattle noise is heard at the sliding door upper track area or top of B-pillar when going over moderate to rough bumps.

DIAGNOSIS:

Test drive the vehicle over a rough road surface, if a rattle noise is heard at the sliding door upper track area or top of B-pillar, perform the Repair Procedure.

PARTS REQUIRED:

AR (2)	04717965AA	Bumper, Overslam
AR (4)	04675516	Stabilizer, Sliding Door
AR (4)	04894095AA	Stabilizer, Body Mounted
1	05017430AA	Tape, 2pcs. 12mm x 23mm (UHMWPE)

REPAIR PROCEDURE:

THIS REPAIR IS COMPATIBLE WITH DAIMLERCHRYSLER'S MOBILE SERVICE PROGRAM AND DOES NOT REQUIRE HOISTS OR OTHER FULL SERVICE FACILITY SPECIAL EQUIPMENT.

1. Verify sliding door(s) fits properly and fasteners are torqued to specification using the following Procedures:

PRELIMINARY CHECKS

- a. Close the sliding door, visually check the C-post striker alignment entry into the latch. Striker at this point must not effect alignment of the sliding door.
- b. On vehicles with left sliding doors, check the fuel door blocker striker entry into the latch. Striker at this point must not effect alignment of the sliding door.
- c. Check C-post and B-post for door to aperture gaps and door to door gaps. All gaps should be 5mm \pm 1mm (0.2 in \pm 0.04 in.).
- d. Check the sliding door for height using beltline character line as a reference. Use the following procedures if adjustment(s) are necessary.

FORE/AFT ADJUSTMENT

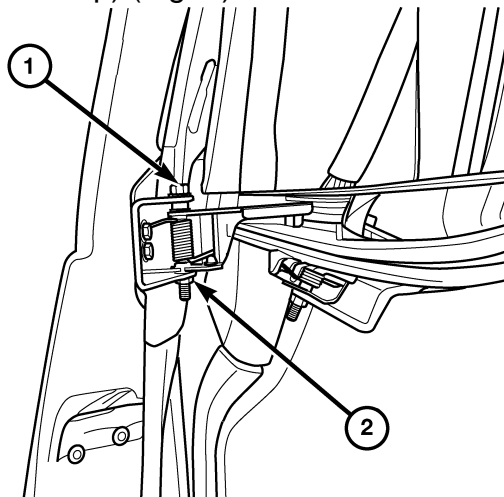
- a. Check the gaps at the front and rear of the sliding door.
- b. If the sliding door gaps are out of specification;
 - (1) Open the door to mid-point of travel.
 - (2) Mark outline of center hinge on sliding door to assist in making adjustments.
 - (3) Loosen center hinge bolts (Fig. 1).
 - (4) Move hinge forward to reduce the gap or rearward to increase the gap at the rear of the sliding door.
 - (5) Tighten center hinge bolts, 12 Nm (105 in. lbs.).
 - (6) Verify alignment. Re-adjust as necessary.

FRONT UP/DOWN ADJUSTMENT

- a. Visually inspect the sliding door at the B-post; if the beltline alignment is out of specification with the front door;
 - (1) Remove the access plug in the sliding door trim panel.
 - (2) Open the door to mid-point of travel.
 - (3) Mark a mating line on lower roller arm bracket and sliding door to assist in making adjustments.
 - (4) Loosen the 3 lower roller arm bracket fasteners.
 - (5) Move hinge (downward to raise the sliding door, upward to lower sliding door).
 - (6) Tighten lower roller arm bracket fasteners, 12 Nm (105 in. lbs.).
 - (7) Verify alignment. Re-adjust as necessary.
 - (8) Install access plug.

REAR UP/DOWN ADJUSTMENT

- a. Visually inspect the sliding door for fit at the rear of the door by checking the alignment of the belt line of the door to quarter panel.
- b. If the alignment is out of specification;
 - (1) Fully open the sliding door.
 - (2) Verify that all center hinge bolts are tight, 12 Nm (105 in. lbs.).
 - (3) Adjust the rear of the sliding door (turn the center hinge bolt clockwise to move the door up) (Fig. 1).



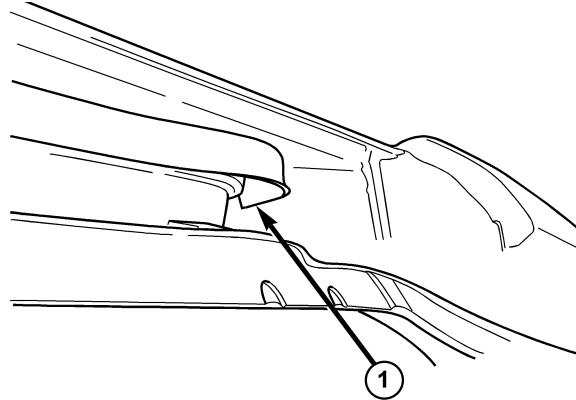
1. ADJUSTING BOLT
2. WELD NUT

- (4) Close the door and check the sliding door alignment.
- (5) Readjust the center hinge if necessary to obtain alignment between the belt line of the sliding door and quarter panel.
- (6) Fully open door and apply thread lock onto the center hinge bolt.

FLUSHNESS

- a. Check the sliding door to front door flushness at top and bottom of B-post. Adjust if necessary.
 - b. To adjust flushness at the top of the B-post;
 - (1) Open door to mid-point of travel.
 - (2) Mark outline of upper roller arm on bracket to assist in making adjustments.
 - (3) Loosen bolts holding upper roller arm to bracket.
 - (4) Decrease the length of the upper roller arm to increase seal compression.
 - (5) Increase the length of the upper roller arm to decrease seal compression.
 - (6) Tighten all upper roller arm bolts, 12Nm (105 in. lbs.)
 - (7) Verify door alignment. Re-adjust as necessary.
 - c. To adjust flushness at the bottom of the B-post;
 - (1) Open door to mid-point of travel.
 - (2) Mark outline of lower roller arm on lower roller arm bracket to assist in making adjustments.
 - (3) Loosen bolts holding lower roller arm to lower roller arm bracket.
 - (4) Pivot lower roller arm toward center of vehicle to decrease seal compression.
 - (5) Pivot lower roller arm outward to increase seal compression.
 - (6) Tighten lower roller arm bolts, 12Nm (105 in. lbs.).
 - (7) Verify alignment. Re-adjust as necessary.
 - d. To adjust flushness at the C-post;
 - (1) Move the sliding door latch striker on the C-post in or out as necessary to obtain proper flushness with the quarter panel, tighten striker fasteners to 28Nm (250 in. lbs.).
2. Remove the original overslam bumper and discard it.
 3. Install revised cylindrical overslam bumper, p/n 4717965AA).
 4. Verify sliding door fit and door closing effort are not adversely effected.
 5. Remove body mounted stabilizers (female) and discard.
 6. Remove door mounted stabilizers (male) and discard.
 7. Replace both body mounted stabilizers with revised stabilizers, p/n 04894095AA.
 8. Replace both door mounted stabilizers with revised stabilizers, p/n 04675516, leave the fasteners holding stabilizers to sliding door loose enough that the stabilizers can move with some effort.
 9. Close and then reopen sliding door.
 10. Tighten all door mounted stabilizers fasteners, 6Nm (50 in. lbs.).

- 11. Check for UHMWPE tape on the inside of the upper track downstanding flange (where the upper hinge roller parks when the door is closed) (Figure 2). If the tape is present, verify that it is still intact. If the tape is torn, replace it with a new piece of tape, p/n 05017430AA. Clean the flange with isopropyl alcohol before applying the tape. The tape should be placed on the downstanding flange of the track so the end of the tape is flush with the front end of the track flange and the edge of the tape is as close to the top of the downstanding flange as possible.



1. APPLY TAPE ON INSIDE SURFACE AT FRONT EDGE OF TRACK FLANGE

FIGURE 2

- 12. Drive the vehicle over the same roads to verify that noise is eliminated. If no noise is present, job is complete. If noise is still present, the source maybe in the B-pillar area, refer to TSB 23-01-99.

POLICY: Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:

23-40-23-92 Install Anti Rattle Components	0.3 Hrs.
23-00-11-94 Align Sliding Door If Necessary	0.7 Hrs.

FAILURE CODE: P8 - New Part