

**NUMBER:** 13-001-12**GROUP:** Frames & Bumpers**DATE:** March 16, 2012

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 13-001-10, DATED OCTOBER 26, 2010, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE MODEL YEAR APPLICABILITY AND BUILD DATES.**

NOTE: This only applies to vehicles in the Canadian Market and in salt belt states which include Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia and Wisconsin.

SUBJECT:

Vehicle Vibration and/or Shake X26 (10 Years/150,000 Miles Warranty Extension)

OVERVIEW:

This bulletin involves inspecting the engine cradle for perforation and if necessary replace.

MODELS:

2004-2005 (CS) Pacifica

NOTE: **This applies to vehicles built from February 23, 2004 (MDH0223XX) and through March 31, 2004 (MDH 0331XX).**

SYMPTOM/CONDITION:

The customer may experience a vehicle vibration and/or shake.

DIAGNOSIS:

If the symptom condition is experienced proceed to the repair procedure.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|-------|------------|--|
| 1(AR) | CNGZX260AA | Cradle, Front Suspension With Hardware Kit |

REPAIR PROCEDURE:

1. Raise vehicle on hoist. Refer to the detailed procedures available in DealerCONNECT > TechCONNECT under: Service Info > Lubrication and Maintenance > Hoisting.
2. Inspect the engine cradle for perforation as shown in (Fig. 1). Was there any perforation found?

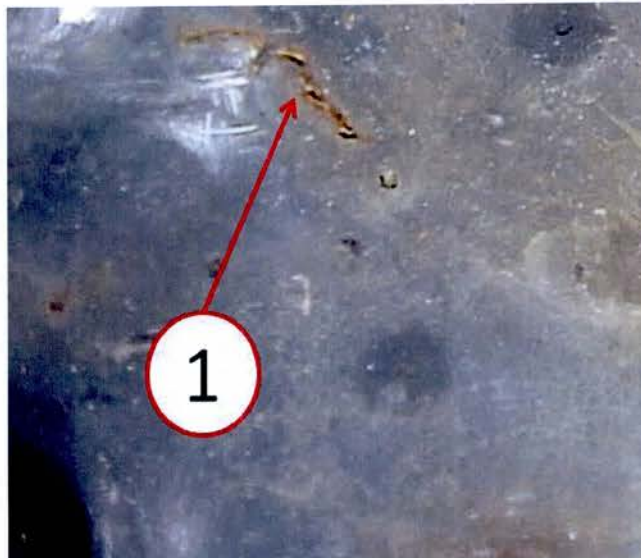


Fig. 1 Engine Cradle

1 - Perforation

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- a. Yes >>> Proceed to [Step #3](#).
 - b. No >>> Continue further diagnosis this bulletin does not apply.
 3. Remove and Replace Cradle, Front Suspension. Refer to the detailed removal/installation procedures available in DealerCONNECT > TechCONNECT under: Service Info > 13- Frames and Bumpers> Frame> Engine Cradle Crossmember> Removal/Installation> Front Crossmember.
 4. Return the vehicle to the customer.

POLICY:

Reimbursable within the provisions of the warranty.

Vehicles included in this Service Bulletin have a Warranty Extension for this repair. See Warranty Bulletins; U.S. D-10-34, Canada SAB-2010-29 for details associated with the extended warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Amount |
|---------------------|---|----------|
| 13-30-01-92 | Inspect Cradle, Front Suspension Only (A) | 0.2 Hrs. |
| 13-30-01-93 | Replace Cradle, Front Suspension (A) | 4.4 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|