



**NUMBER:** 24-011-16

**GROUP:** Heating & Air  
Conditioning

**DATE:** September 01, 2016

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-080. 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:***

Air Conditioning Inoperative

***OVERVIEW:***

This bulletin involves testing the A/C compressor operation and replacing if needed.

***MODELS:***

2017

(RU)

Chrysler Pacifica

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

**NOTE: This bulletin applies to vehicles built on or after March 17, 2016 (MDH 0317XX) and on or before June 07, 2016 (MDH 0607XX).**

***SYMPTOM/CONDITION:***

Customers may experience a loss or intermittent operation of the air conditioning system. A rattling noise may also be heard from the engine area.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the following. For all other customers that describe the symptom/condition listed, perform normal diagnostic procedure.

**NOTE: The ambient air temperature of the location where the vehicle will be tested must be a minimum of 16 °C (60 °F). A/C evaporator temperature must be a minimum of 18 °C (65 °F) prior to conducting the A/C Performance Test.**

**NOTE: If the vehicle passes the first A/C Performance Test, the test must be performed a second time.**

1. Verify that HVAC software has been updated to the latest level.
2. Start vehicle, turn on A/C by depressing A/C button, adjust A/C temperature to coldest setting, set blower to LOW setting and let vehicle run until A/C air is blowing cold.
3. Does A/C blow cold within 3-5 minutes?
  - a. YES >>> Proceed to [Step #4](#).
  - b. NO >>> Proceed to the Repair Procedure .
4. Does A/C blows cold initially, then warm?
  - a. YES >>> Proceed to the Repair Procedure .
  - b. NO >>> Proceed to [Step #5](#).
5. Adjust temperature control to 27 °C (80 °F), but leave A/C button ON (DO NOT move to heat mode) and leave blower at LOW setting.
6. Let vehicle run until air blows warm.
7. Adjust A/C temperature to coldest setting, leave blower at LOW setting and let run until A/C air is blowing cold.
8. Does the A/C blow cold within two minutes?
  - a. YES >>> Proceed to [Step #9](#).
  - b. NO >>> Proceed to the Repair Procedure [Step #1](#).
9. Repeat the above process twice.
10. Has the Diagnosis process been repeated twice?
  - a. YES >>> Proceed to [Step #11](#).
  - b. NO >>> Proceed to [Step #2](#).
11. Does A/C continue to blow cold?
  - a. YES >>> the A/C compressor is functioning correctly. This bulletin has been completed. Use LOP (24-10-01-9C) to close the active RRT.
  - b. NO >>> If at any time while in A/C mode the A/C does not blow cold, proceed to [Step #12](#).
12. Verify that A/C system is fully charged by reclaiming and comparing data to refrigerant label.
13. Is the A/C system properly charged?
  - a. YES >>> Proceed to the Repair Procedure .
  - b. NO >>> If reclaimed amount was significantly below specifications, inspect all connections and braze joints for leaks. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 24 - Heating and Air Conditioning> Diagnosis and Testing> A/C Performance. Repeat the Diagnosis process. Proceed to [Step #2](#).

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	68225206AA	A/C Compressor
1	68322265AA	O-ring Seal
1	68322211AA	Seal
1 (AR)	68224028AB	Refrigerant, R1234YF

**REPAIR PROCEDURE:**

1. Replace the A/C compressor. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 24 - Heating and Air Conditioning/Plumbing, Front/Compressor, A/C> Removal and Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
24-10-01-9C	Conduct A/C Performance Test (1 - Semi - Skilled)	07 - Air Conditioning and Heating	0.3 Hrs.
24-10-01-9D	Conduct A/C Performance Test and Reclaim and Recharge A/C System (1 - Semi - Skilled)	07 - Air Conditioning and Heating	1.2 Hrs.
24-10-01-9E	Conduct A/C Performance Test and Replace A/C Compressor (1 - Semi - Skilled)	07 - Air Conditioning and Heating	2.0 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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