



**NUMBER:** 23-038-16

**GROUP:** Body

**DATE:** July 26, 2016

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-076. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

***SUBJECT:***

Overhead Console Replacement

***OVERVIEW:***

This bulletin involves replacing the overhead console due to the sunglass bin or the conversation mirror not latching in colder temperatures.

***MODELS:***

2017 (RU) Chrysler Pacifica

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

**NOTE: This bulletin applies to vehicles built on or after March 21, 2016 (MDH 0321XX) and on or before April 11, 2016 (MDH 0411XX) equipped with Overhead Ambient Surround Lighting (Sales Code LCJ) or equipped with Power Sliding Doors (Sales Code JRK) or Power Liftgate (Sales Code JRC) or equipped with Full Sunroof, Power Front, Fixed Rear (Sales Code GWJ).**

***SYMPTOM/CONDITION:***

The customer may describe that the sunglass storage compartment door in the overhead console does not latch in cold temperatures.

***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, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	5RK82PD2AH	Overhead Console Sales Codes LCJ,JRK,JRC
1 (AR)	5RU35PD2AH	Overhead Console Sales Codes LCJ
1 (AR)	5RK81PD2AH	Overhead Console Sales Codes LCJ,JRK
1 (AR)	5RU37PD2AI	Overhead Console Sales Codes GWJ,JRC

**REPAIR PROCEDURE:**

1. Replace overhead center console. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Interior/Console, Overhead, Front/Removal and Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-14-02-93	Overhead Console - Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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