



NUMBER: 23-032-16

GROUP: Body

DATE: June 22, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-060. 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:

Sliding Door Lubrication

OVERVIEW:

This bulletin involves applying NYE lubricant grease to the sliding door center track mechanism.

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 before April 27, 2016 (MDH 0427XX).

SYMPTOM/CONDITION:

Customers may describe a grinding noise coming from the left or right sliding door when opening or closing.

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)	05019059AB	Lubricant - Grease NYE (Uniflor 8172 ®)

NOTE: Each tube of NYE lubricant will service 10 vehicles.

REPAIR PROCEDURE:

1. Open both sliding doors.
2. Using a small brush or equivalent, apply NYE 8172® grease to the forward four inches of center track (Fig. 1) on both sliding doors.

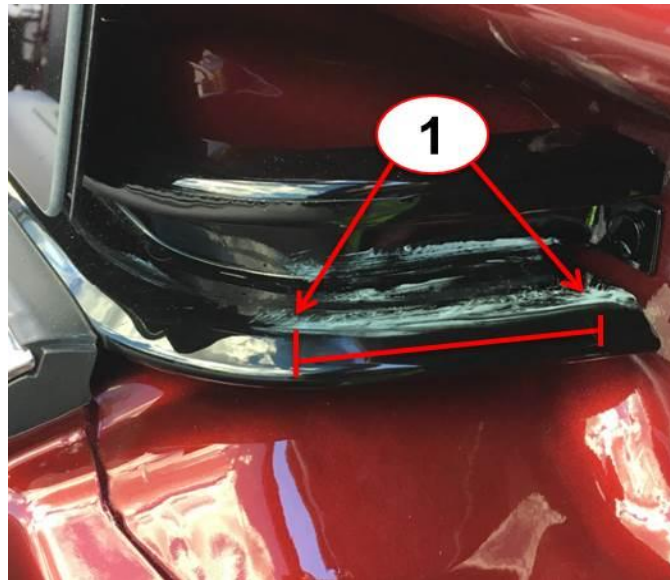


Fig. 1 Applying Grease On Track

1 - Grease Location

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-40-20-99	Lube Door Hinge Track (Both Sides) (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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PARTS REIMBURSEMENT DETAIL:

Part No.	Description
NPN	1/10 Of NYE Lubricant

NOTE: This part number is for reimbursement only and will need to be claimed for 1/10 of Dealer Net of Part No. 05019059AB or it will be rejected.