



NUMBER: 23-029-16

GROUP: Body

DATE: June 10, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-056. 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:

Power Sliding Door Handle Button Inoperative

OVERVIEW:

This bulletin involves testing and inspecting both power sliding door handles and buttons and replacing one or both of the handles 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 before April 17, 2016 (MDH 0417XX) equipped with Power Sliding Doors (Sales Code JRK).

SYMPTOM/CONDITION:

Customers may experience the left or right power sliding door handle buttons do not function when pushed.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the following:

1. Test the left and right power sliding door handle button functions. With key fob in hand, push the power sliding door handle button on the door handle ([Fig. 1](#)).



Fig. 1 Door Handle Button

1 - Power Sliding Door Handle Button

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2. Did the left and right power sliding door open when the button was pushed?
 - a. YES >>> The power sliding door handle is functioning properly. This bulletin has been completed, use LOP (23-42-15-94) to close the active RRT.
 - b. NO >>> Proceed to the next step.

3. Open the left and right power sliding doors and inspect the door handle ends (Fig. 2).
4. Are the left and right door handle ends correct (Fig. 2)?
 - a. YES >>> The door handles are correct. Further diagnosis should be performed. This bulletin has been completed, use LOP (23-42-15-94) to close the active RRT.
 - b. NO >>> One or both of the door handle end caps are incorrect. Proceed to the Repair Procedure [Step #1](#).

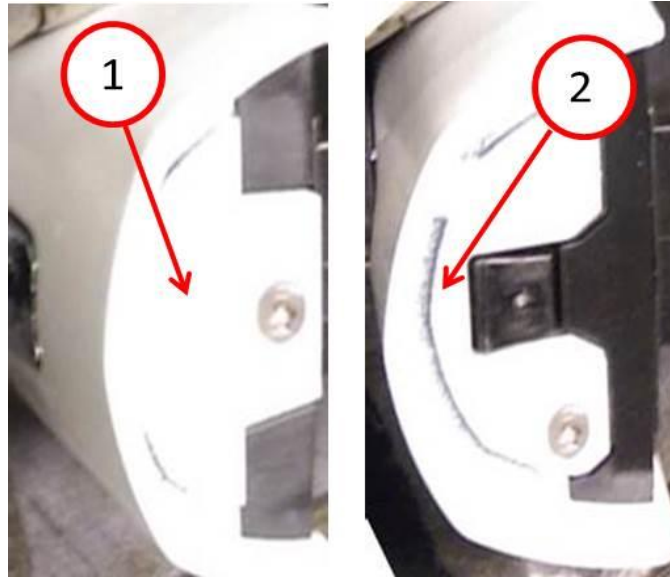


Fig. 2 Visual Inspection Of Door Handle End

- 1 - **CORRECT** Sliding Door Handle Ends
- 2 - Incorrect Sliding Door Handle Ends

PARTS REQUIRED:

Qty.	Part No.	Description	Part No.	Description
1 (AR)	5RR28JSCAD - Right 5RR29JSCAD - Left	Outside Handle Assembly - (PSC) Billet Silver Metallic Clear Coat	5RR30JSCAD - Right 5RR31JSCAD - Left	Outside Handle Assembly - (PSC) Billet Silver Metallic Clear Coat With Chrome Insert
1 (AR)	5RR28LAUAD - Right 5RR29LAUAD - Left	Outside Handle Assembly - (PAU) Granite Crystal Met. Clear Coat	5RR30LAUAD - Right 5RR31LAUAD - Left	Outside Handle Assembly - (PAU) Granite Crystal Met. Clear Coat With Chrome Insert

PARTS REQUIRED - CONTINUED:

Qty.	Part No.	Description	Part No.	Description
1 (AR)	5RR28KBXAD - Right 5RR29KBXAD - Left	Outside Handle Assembly - (PBX) Jazz Blue Pearl Coat	5RR30KBXAD - Right 5RR31KBXAD - Left	Outside Handle Assembly - (PBX) Jazz Blue Pearl Coat With Chrome Insert
1 (AR)	N/A - Right N/A - Left	Outside Handle Assembly - Right (PQA) Silver Teal	5RR30PQAAD - Right 5RR31PQAAD - Left	Outside Handle Assembly - Right (PQA) Silver Teal With Chrome Insert
1 (AR)	5RR28NRVAD - Right 5RR29NRVAD - Left	Outside Handle Assembly - Right (PRV) Velvet Red Pearl Coa	5RR30NRVAD - Right 5RR31NRVAD - Left	Outside Handle Assembly - Right (PRV) Velvet Red Pearl Coat With Chrome Insert
1 (AR)	5RR28PTEAD - Right 5RR29PTEAD - Left	Outside Handle Assembly - Right (PTE) Molten Silver	5RR30PTEAD - Right 5RR31PTEAD - Left	Outside Handle Assembly - Right (PTE) Molten Silver With Chrome Insert
1 (AR)	5RR28GUVAD - Right 5RR29GUVAD - Left	Outside Handle Assembly - Right (PUV) Dk. Cordovan Pearl Coat	5RR30GUVAD - Right 5RR31GUVAD - Left	Outside Handle Assembly - Right (PUV) Dk. Cordovan Pearl Coat With Chrome Insert
1 (AR)	5RR28PW2AD - Right 5RR29PW2AD - Left	Outside Handle Assembly - Right (PW2) Tusk White	5RR30PW2AD - Right 5RR31PW2AD - Left	Outside Handle Assembly - Right (PW2) Tusk White With Chrome Insert
1 (AR)	5RR28GW7AD - Right 5RR29GW7AD - Left	Outside Handle Assembly - Right (PW7) Bright White Clear Coat	5RR30GW7AD - Right 5RR31GW7AD - Left	Outside Handle Assembly - Right (PW7) Bright White Clear Coat With Chrome Insert
1 (AR)	5RR28AXRAD - Right 5RR29AXRAD - Left	Outside Handle Assembly - Right (PXR) Brilliant Black Crystal Pearl Coat	5RR30AXRAD - Right 5RR31AXRAD - Left	Outside Handle Assembly - Right (PXR) Brilliant Black Crystal Pearl Coat With Chrome Insert

REPAIR PROCEDURE:

CAUTION: Failure to follow this repair procedure will result in damage to the door handle assembly.

1. Replace the left, right or both power sliding door handles. Refer to Parts Required table. Disconnect and isolate the negative battery cable. If equipped with an Intelligent Battery Sensor (IBS), disconnect the IBS connector first before disconnecting the negative battery cable.

CAUTION: Failure to remove door seal with suitable tool may result in the fasteners pulling out of the door seal and damaging seal.

NOTE: Door seal fasteners can be easily located by dimple on seal.

2. Using a suitable fastener removal tool, remove door seal from power sliding door (Fig. 3).



Fig. 3 Door Seal With Fasteners

- 1 - Fastener Dimple Locator
 - 2 - Fastener Removal Tool
 - 3 - Door Seal
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CAUTION: Do not attempt to remove set screw from assembly. Failure to do so may result in damage to the screw assembly.

3. Using a #20 Torx driver, loosen set screw inside power sliding door until screw assembly stops turning ([Fig. 4](#)).

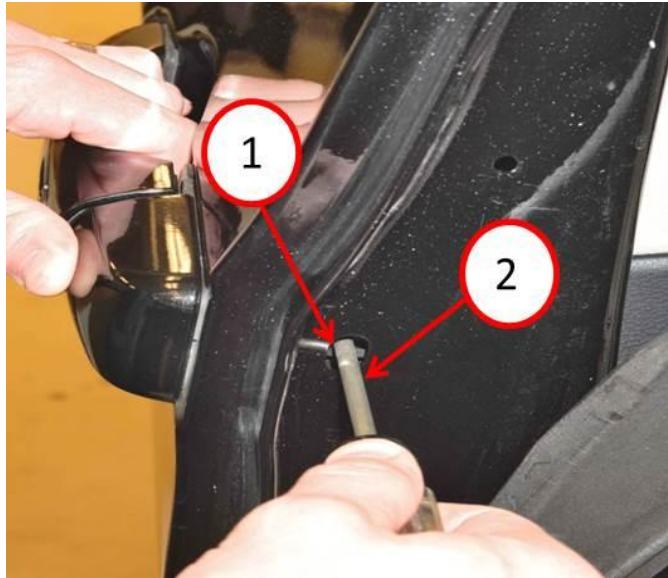


Fig. 4 Set Screw Access Hole

1 - Set Screw Access Hole

2 - #20 Torx Driver

- NOTE:**
- Both the door handle and end cap must be held in place at the same time while resetting the bell crank.
 - Door handle will stay in the open position when the bell crank is reset properly. Do not proceed with the repair procedure until the handle stays in the open position.
4. While holding door handle in the full open position, place thumb on door handle end cap to hold in place. Using #20 Torx driver apply light inward pressure and push set screw assembly rearward until it stops ([Fig. 5](#)).



Fig. 5 Holding Door Handle And Trim Cap

- 1 - Door Handle Held Fully Open
2 - Door Handle End Cap Held In Place
3 - #20 Torx Driver Pushing Inward

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5. Did the door handle stay in the full open position ([Fig. 5](#))?
a. YES >>> Continue with the Repair Procedure. Proceed to the next step.
b. NO >>> Repeat [Step #3](#) and [Step #4](#).
6. Remove end cap from door panel.
7. Slide door handle forward to remove door handle from bell crank and disconnect electrical connector from door handle.

NOTE: Visual confirmation bell crank has been reset correctly (Fig. 6).

8. Connect electrical connector to door handle and install door handle into bell crank by placing door handle pin into bell crank handle fastener and slide rearward (Fig. 6).

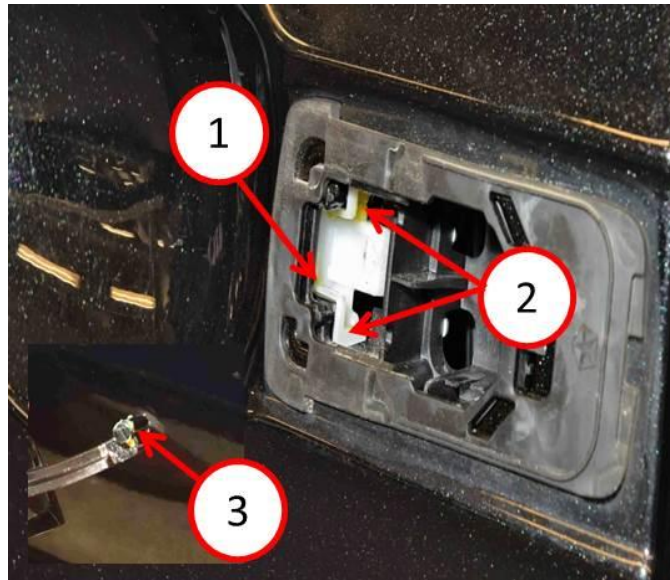


Fig. 6 Bell Crank Reset Correctly And Handle Pin

- 1 - Bell Crank In **CORRECT** Reset Position
- 2 - Bell Crank Door Handle Fastener
- 3 - Door Handle Pin

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9. Install end cap on door panel.

CAUTION: When installing power sliding door handle, do not over tighten Torx screw. Failure to do so may result in damage to the screw assembly.

10. Holding door handle and end cap, tighten Torx screw until door handle retracts into the door panel and screw stops turning.
11. Install door seal.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-42-15-94	Inspect Left and Right Sliding Door Handles (0 - Introduction)	06 - Electrical and Body Systems	0.0 Hrs.
23-42-15-95	Handle, Sliding Door - Replace One Side (1 - Semi - Skilled)	06 - Electrical and Body Systems	0.2 Hrs.
23-42-15-96	Handle, Sliding Door - Replace Both Sides (1 - Semi - Skilled)	06 - Electrical and Body Systems	0.3 Hrs.

	Related		
95-23-42-50	Handling Fee for Left and Right Sliding Door Inspection		\$5.00

FAILURE CODE:

ZZ	Service Action
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