



NUMBER: 23-034-16

GROUP: Body

DATE: June 29, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-063. 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:

Left Front Door Rattle

OVERVIEW:

This bulletin involves testing the driver's front door for rattle noise when closing and if needed, applying urethane between outer door shell and impact beam.

MODELS:

2017 (RU) Chrysler Pacifica

NOTE: This bulletin applies to vehicles built on or before April 22, 2016 (MDH 0422XX).

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

SYMPTOM/CONDITION:

The customer may describe a driver's front door rattle noise when closing the door.

DIAGNOSIS:

Standing outside of vehicle, open the driver door and close the door three times.

1. Does the driver's front door make a noise when closing?
 - a. YES>>> Proceed to [Step #1](#) of Repair Procedure.
 - b. NO>>> This bulletin does not apply, use LOP (23-34-10-9G) to close the active RRT.

NOTE: Open and close rear doors for reference of sound, if necessary.

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	04864015AC	Windshield Install Package (urethane)

REPAIR PROCEDURE:

1. Remove carrier plate to gain access to inner door. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Door - Front> Plate, Carrier> Removal.
2. Apply bead of adhesive between impact beam and door outer panel adjacent to existing anti-flutter bead (Fig. 1). Ensure urethane wets out on both sides of sheet metal and does not wet out against anti-flutter. The length of existing anti-flutter bead may be used to determine length required.



Fig. 1 Apply Urethane

- 3. Using a trim stick or equivalent tool, press the urethane bead down to ensure wet out on both sides (Fig. 2).



Fig. 2 Use Trim Stick To Force Into Space

- 4. Install carrier plate. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body> Door - Front> Plate, Carrier> Removal and Installation.
- 5. Clean any smudges on door glass and door panel.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-34-10-9G	Inspect, Left Front Door (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-34-10-9H	Inspect Left Front Door - Apply Urethane To Impact Beam (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.9 Hrs.

FAILURE CODE:

ZZ	Service Action
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