This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

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:**

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Part No.</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>04864015AC</td>
<td>Windshield Install Package (urethane)</td>
</tr>
</tbody>
</table>

**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.

![](image1.jpg)

*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](image)

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:**

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

**FAILURE CODE:**

| ZZ                  | Service Action                                    |