



NUMBER: 24-009-16

GROUP: Heating & Air
Conditioning

DATE: June 25, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-061. 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:

Air Conditioning Inoperative

OVERVIEW:

This bulletin involves testing the A/C compressor operation and replacing if needed.

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 18, 2016 (MDH 0318XX) and on or before April 17, 2016 (MDH 0417XX) equipped with Rear Air Conditioning (Sales Code HBB).

SYMPTOM/CONDITION:

Customers may experience a loss or intermittent operation of the air conditioning system. A rattling noise may also be heard from the engine area.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the following. For all other customers that describe the symptom/condition listed, perform normal diagnostic procedure.

NOTE: The ambient air temperature of the location where the vehicle will be tested must be a minimum of 16° C (60° F). A/C evaporator temperature must be a minimum of 18° C (65° F) prior to conducting the A/C Performance Test.

NOTE: If the vehicle passes the first A/C Performance Test, the test must be performed a second time.

1. Perform the A/C Performance Test. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 24 - Heating and Air Conditioning/Diagnosis and Testing.
2. Is the A/C system not cooling or is the compressor making a rattling noise?
 - a. YES >>> Proceed to the Repair Procedure.
 - b. NO >>> Proceed to [Step #3](#).
3. Turn off the A/C. Wait three minutes with the HVAC blower motor still on so interior temperature increases.
4. Perform the A/C Performance Test again. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 24 - Heating and Air Conditioning/Diagnosis and Testing.
5. Did the A/C system pass the second test?
 - a. YES >>> the A/C compressor is functioning correctly. Further diagnosis may be necessary. This bulletin has been completed, use LOP (24-10-01-9A) to close the active RRT.
 - b. NO >>> Proceed to the Repair Procedure.

NOTE: If the A/C compressor passes first performance test and fails the second test, or if the compressor fails both tests, replacement of the compressor is required in each case.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68225206AA	A/C Compressor
1	05183358AA	O-ring Seal
1	68322211AA	Seal

REPAIR PROCEDURE:

1. Replace the A/C compressor. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 24 - Heating and Air Conditioning/Plumbing, Front/Compressor, A/C> Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
24-10-01-9A	Conduct A/C Performance Test (1 - Semi - Skilled)	07 - Air Conditioning and Heating	0.6 Hrs.
24-10-01-9B	Conduct A/C Performance Test and Replace A/C Compressor (1 - Semi - Skilled)	07 - Air Conditioning and Heating	2.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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