



NUMBER: 23-043-17

GROUP: 23 - Body

DATE: September 13, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-089. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT.

SUBJECT:

Grease Stain on the Second Row Quad Seat Trim Covers

OVERVIEW:

This bulletin involves cleaning grease stain from the second row quad style seats.

MODELS:

2017 (RU) Chrysler Pacifica

NOTE: This bulletin applies to vehicles built on or after February 24, 2017 (MDH 0224XX) and on or before June 19, 2017 (MDH 0619XX) equipped with Easy Entry Slide 2nd Row Seating (Sales Code CY3).

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

NOTE: The issue is only associated with the easy entry slide seats equipped on the RU PHEV and China export vehicles.

SYMPTOM/CONDITION:

The customer may describe a grease stain on either of the outboard lower seatback trim covers side facing the seat recliner pivot point.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

REPAIR PROCEDURE:

1. To fold the seat, lift the recliner lever to the full upward position and push the seatback forward until it rests on the seat cushion (Fig. 1) .



Fig. 1
Fold Seat

2. Push the rear portion of the outboard seatback foam/trim away from the inner side shield to expose the cam flange and pin (Fig. 2) .



Fig. 2
Outboard Seat Foam

3. Wipe away the excess grease on the cam, as well as any grease that has transferred onto the pin (Fig. 3) .



Fig. 3
Wipe Away Grease on Cam

4. Wipe away any grease that has transferred from the rivet onto the inner shield (Fig. 4) .



Fig. 4
Wipe Away at Inner Shield

5. Raise the seat to the upright position and move the side of seat cover away from inner shield and inspect if any grease has transferred onto the pin (Fig. 7) .



Fig. 5
Seat Cover from Inner Shield

6. Raise the seat to the upright position and inspect for grease on the side of the seat cover (Fig. 8) and clean if required using (Mopar Total Clean #04897840AB).



Fig. 6
Inspect for Grease

7. Place seatback in the upright seated position and then cycle to the folded position, return seatback to upright seated position, perform this procedure five times (Fig. 7) .



Fig. 7
Recline Up

8. Did grease reappear on the side of the seat cover (Fig. 8) ?



Fig. 8
Inspect for Grease

- a. YES>>> Repeat [Step 3](#).
 - b. NO>>> Repair is complete.
9. Repeat [Step 1](#) for the other side if necessary.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|---|---------------------------------|---------------|
| 23-13-55-95 | Inspect and/or Clean Grease from 2nd Row Outboard Seat Recliner and Cushion - Both Side sides (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.2 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|