



NUMBER: 23-016-17

GROUP: Body

DATE: March 29, 2017

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SUBJECT:

Sliding Door Upper Hinge Pulls Out Of Upper Sliding Door Track

OVERVIEW:

This bulletin involves replacing one or both of the sliding door upper hinges and upper track stop bumper.

MODELS:

2017 (RU) Chrysler Pacifica

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

NOTE: This bulletin applies to vehicles built on or before August 31, 2016 (MDH 0831XX).

SYMPTOM/CONDITION:

Customers may experience the left or right power sliding door upper hinge becomes disengaged from the upper sliding door track.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68235306AD	RU Sliding Door Upper Hinge RH
1 (AR)	68235307AD	RU Sliding Door Upper Hinge LH
1 (AR)	68228020AD	RU Sliding Door Upper Track Stop Bumper

REPAIR PROCEDURE:

1. If the upper hinge is found to be disengaged on either sliding door, Remove and Replace the left, right or both sliding door upper hinge(s). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Doors - Sliding/Hinge, Upper/Removal and Installation.
2. Replace the left, right or both sliding door upper track stop bumper(s) in the door(s) that the upper hinge was replaced.
3. Verify sliding door alignment and operation. Adjust as necessary. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Doors - Sliding/Door, Sliding/Adjustments (refer to "Door Seal Compression" specifically).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-40-22-94	Upper Sliding Door Hinge and Track Stop Bumper (One Side) - Replace (1 - Semi-skilled)	06 - Electrical and Body Systems	0.3 Hrs.
23-40-22-95	Upper Sliding Door Hinge and Track Stop Bumper (Both Sides) - Replace (1 - Semi-skilled)	06 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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