



NUMBER: 23-047-17

GROUP: 23 - Body

DATE: November 2, 2017

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SUBJECT:

Seat Pops or Clicks After Seatback Is Adjusted

OVERVIEW:

This bulletin involves adjusting the recliner cable on the second row quad seats.

MODELS:

2017 (RU) Chrysler Pacifica

NOTE: This bulletin applies to vehicles built on or after November 29, 2016 (MDH 1129XX) and on or before June 15, 2017 (MDH 0615XX) equipped with Easy Entry Slide 2nd Row Seating (Sales Code CY3).

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

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

SYMPTOM/CONDITION:

The customer may describe after adjusting one or both of the inboard seat upper seatbacks, a pop or clicking noise can be heard.

DIAGNOSIS:

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

REPAIR PROCEDURE:

1. Remove the inboard seat side. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Seats, Second Row, Stow-n-Go/Seat, Stow-n-Go/Removal.
2. Remove the seat side cover from the seat.

3. Check the slack on the recliner cable from the end of the fitting to the crimp. It should have approximately 0.5 mm to 2.0 mm (0.01 in. to 0.07 in.) of slack. Does the recliner cable fall in the slack range (Fig. 1) ?
- YES>>> This bulletin does not apply. Normal diagnosis should be performed.
 - NO>>> Cable is tight. Continue with the Repair Procedure. Proceed to [Step 4](#).



Fig. 1
Cable Slack

4. From under the seat, locate and open the cable adjuster (**blue and white plastic fitting**) by pulling the tabs on each side to expose the engagement teeth (Fig. 2) .

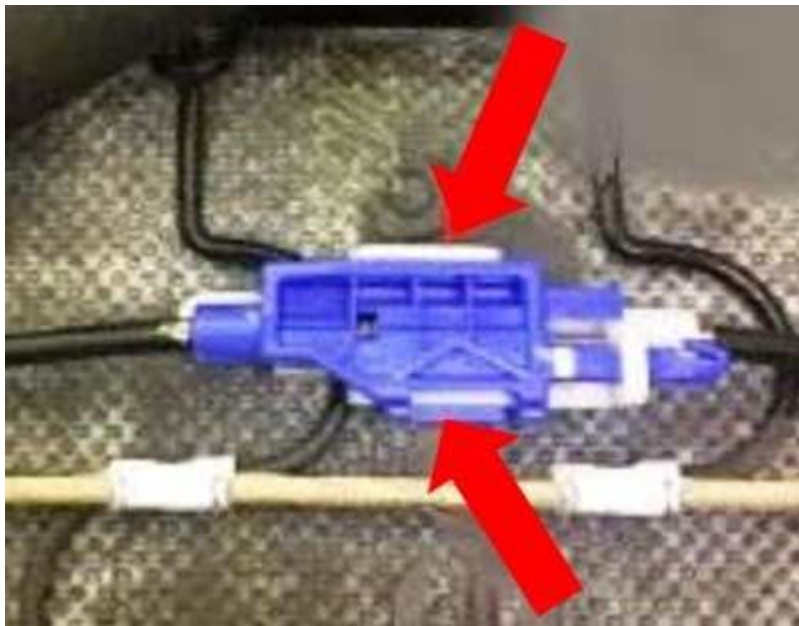


Fig. 2
Cable Adjuster Tabs

5. Create more slack by pushing the black cable ends on each side of the adjuster towards one another into the adjuster (Fig. 3) .

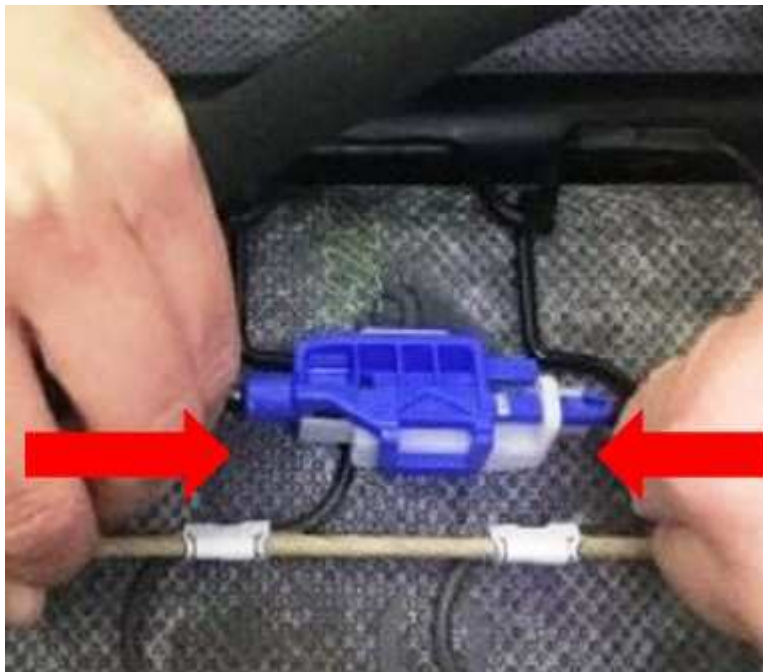


Fig. 3
Pushing Cable Ends

6. Close the cable adjuster.
7. Verify popping or clicking noise can't be heard by grabbing the seat back near the head rest guides and pushing/pulling forward and backward.
8. Verify the recliner cable has approximately 0.5 mm to 2.0 mm (0.01 in. to 0.07 in.) of slack (Fig. 4) .



Fig. 4
Cable Slack

9. Install the seat side cover on the seat.
10. Install the seat. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info>23 - Body/Seats, Second Row, Stow-n-Go/Seat, Stow-n-Go/Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-13-50-96	Cable, Recliner - Adjust (One Side) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
23-13-50-97	Cable, Recliner - Adjust (Both Sides) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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