



NUMBER: 23-048-17

GROUP: 23 - Body

DATE: November 3, 2017

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SUBJECT:

Instrument Panel Center Storage Drawer Binding

OVERVIEW:

This bulletin involves removing the felt tape from the center storage drawer to prevent binding.

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 before September 27, 2017 (MDH 0927XX).

SYMPTOM/CONDITION:

Customers may experience the center storage drawer in the lower instrument panel binding when opening or closing the drawer.

This condition is caused from the felt tape that is installed on the pivot latch for the center storage drawer.

DIAGNOSIS:

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

REPAIR PROCEDURE:

1. Remove the center storage drawer (Fig. 1) . Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Instrument Panel/Bin, Instrument Panel/ Removal.



Fig. 1
Center Storage Drawer

2. Remove the screws that retain the latch cover plate (Fig. 2) .



Fig. 2
Cover Plate

1 - T20 Torx Screws

a. Remove the torsion spring (Fig. 3) .

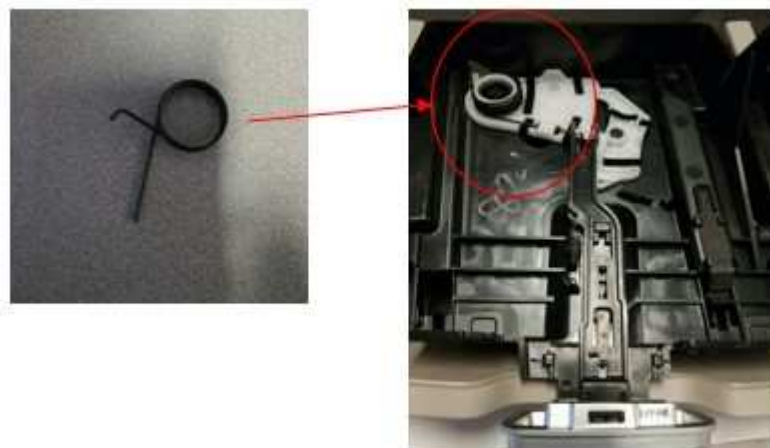


Fig. 3
Torsion Spring

- b. Lift the striker plate and remove the two pieces of felt (Fig. 4) .



Fig. 4
Striker Plate

c. Remove the compression spring (Fig. 5) .

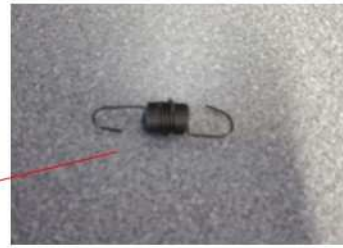


Fig. 5
Compression Spring

- d. Lift the latch off of the pivot and remove the three pieces of felt tape (Fig. 6) .



Fig. 6
Latch Pivot

1 - Felt Tape

3. Storage drawer must be in the full open position for reassembly.
 - a. Install the latch on the pivot (Fig. 6) .
 - b. Install the compression spring (Fig. 5) .
 - c. Install the striker plate (Fig. 4) .
 - d. Install the torsion spring (Fig. 3) .
 - e. Install the center storage drawer latch cover plate and tighten the screws (Fig. 2) .
4. Install the center storage drawer (Fig. 1) . Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Instrument Panel/Bin, Instrument Panel/ Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-14-30-92	Remove, Center Storage Compartment Felt Tape (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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