



**NUMBER:** 23-015-17

**GROUP:** Body

**DATE:** March 22, 2017

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**SUBJECT:**

Sliding Door Does Not Stay Open Or Secured After Opening

**OVERVIEW:**

This bulletin involves repairing one or both of the sliding door latches.

**MODELS:**

2017 (RU) Chrysler Pacifica

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

**NOTE: This bulletin applies to vehicles built on or after August 18, 2016 (MDH 0818XX) and on or before September 26, 2016 (MDH 0926XX)**

**SYMPTOM/CONDITION:**

Customers may experience the left or right power sliding door does not stay open or secured after opening when the button is pushed or when the door is opened manually. The door potentially may close if the vehicle is parked on a decline.

**DIAGNOSIS:**

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

**PARTS REQUIRED:**

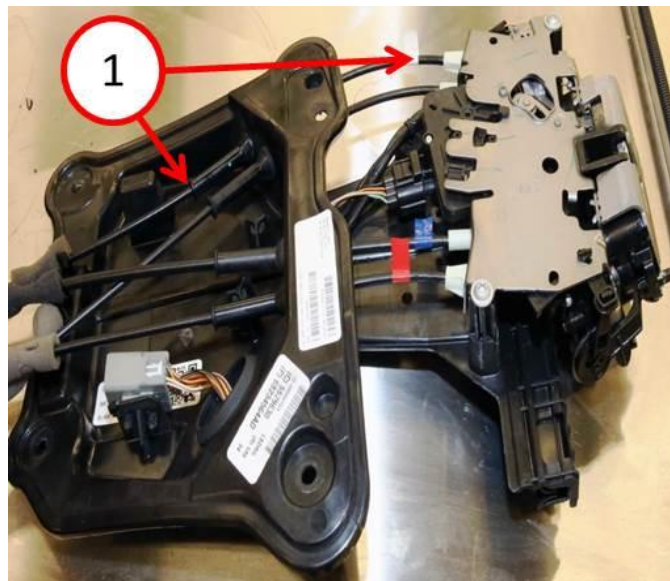
Qty.	Part No.	Description
1 (AR)	68248739AC	Cable Assy - Hold Open - <b>Front Carrier Plate Half LH</b>
1 (AR)	68314767AA	Cable Assy - Hold Open - <b>Front Carrier Plate Half RH</b>
1 (Per Door)	68185974AB	Cable Assy - Hold Open - <b>Rear Carrier Plate LH/RH</b>

**REPAIR PROCEDURE:**

**NOTE:**

- Two cable assemblies will be replaced per door. Each door will require a front carrier plate and rear carrier plate cable assembly replacement.
- The following steps are for replacing the rear carrier plate cable.

1. Replace the left, right or both sliding door cable assemblies. Remove the left or right sliding door trim panel. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Doors - Sliding/Panel, Door Trim/Removal.
2. Disconnect the handle from the trim panel. Do not remove the cable ties.
3. Remove the three bolts that secure the sliding door latch to the door.
4. Remove the rear carrier plate assembly from the door with the cables still attached (Fig. 1). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Doors - Sliding/Plate, Carrier Rear/Removal.

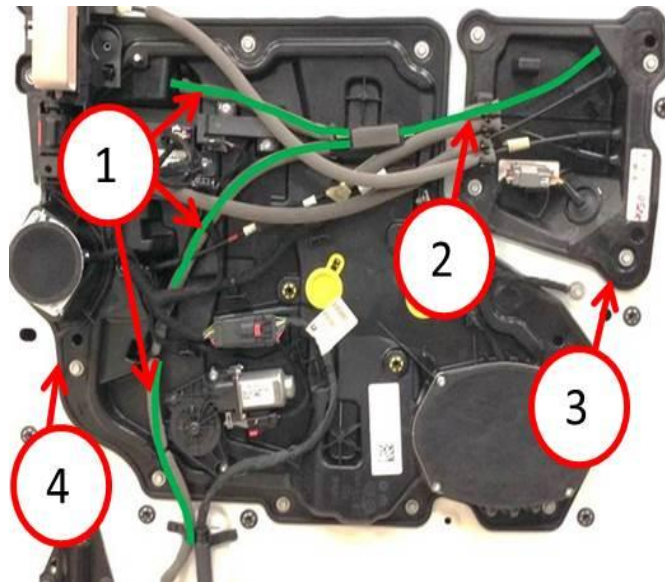


**Fig. 1 Rear Carrier Assembly With Cables**

1 - Rear Carrier Cable To Replace

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5. Remove the auxiliary latch cable from the rear carrier plate (cable passing through the top hole on the rear carrier plate or cable closest to the upper rear module fastener hole) by pulling it through the hole (Fig. 1).
  6. Using needle nose pliers, remove the auxiliary cable bushing from the latch cover plate attachment (Fig. 1). Discard cable assembly.

7. Install the new rear carrier plate cable assembly to the latch making sure the cable and the plastic ferrule are seated on latch lever and the bushing is seated on the latch cover plate (Fig. 2).



**Fig. 2 Carrier Plates And Cables**

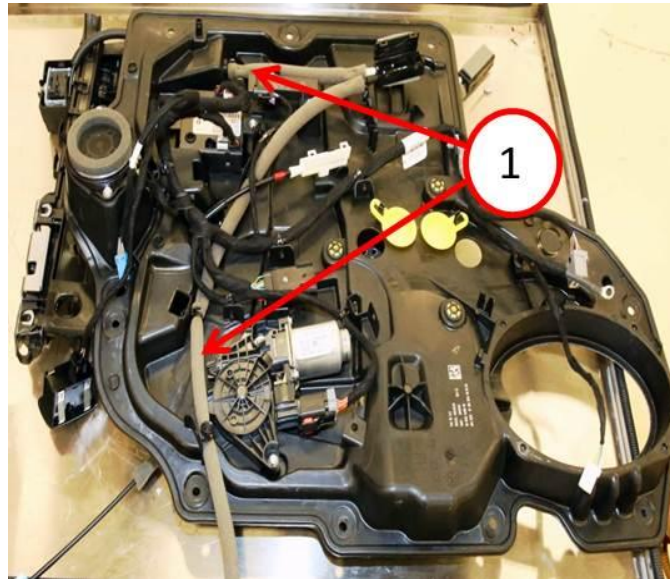
- 1 - Left Or Right Front Carrier Plate Cable Assembly
- 2 - Rear Carrier Plate Cable Assembly
- 3 - Rear Carrier Plate
- 4 - Front Carrier Plate

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8. Route the cable through the hole in the rear carrier plate and seat grommet into the carrier.
  9. Install the rear carrier plate assembly on the door. (Fig. 2). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Doors - Sliding/Plate, Carrier Rear/Installation.
  10. Confirm cable routing matches (Fig. 2).

**NOTE: The following steps are for replacing the front carrier plate cable.**

11. Remove the two nuts that secure the hold open latch to the lower hinge and disconnect the cable.
12. Remove the three clips along the cable (Fig. 2).

13. Remove the front carrier plate assembly with cables (Fig. 3). Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Doors - Sliding/Plate, Carrier Front/Removal.



**Fig. 3 Front Carrier Plate Assembly With Cables**

1 - Front Carrier Cable To Replace

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14. Remove cable assembly from front carrier plate. Discard cable assembly.
  15. Install the new front carrier plate cable assembly (Fig. 3). The new cable must route underneath all the wiring and cables.
  16. Install the cable into the splitter box slider (Fig. 3).
  17. Install the front carrier plate assembly. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Doors - Sliding/Plate, Carrier Front/Installation.
  18. Install the wire harness retention clip fastener at the bottom of the door. Make sure cable is under the clip.
  19. Install the three clips to the front carrier.
  20. Install the left or right sliding door trim panel. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 23 - Body/Doors - Sliding/Panel, Door Trim/Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-41-35-90	Sliding Door, Front and Rear Module Cable Replacement (Left or Right Door) (1 - Semi-Skilled)	06 - Electrical and Body Systems	1.3 Hrs.
23-41-35-91	Sliding Door, Front and Rear Module Cable Replacement (Both Rear Doors) (1 - Semi-Skilled)	06 - Electrical and Body Systems	2.4 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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