



NUMBER: 02-004-17

GROUP: Front Suspension

DATE: March 30, 2017

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SUBJECT:

Rattle Noise Heard From Front Suspension

OVERVIEW:

This bulletin involves inspecting the front struts for proper assembly and replacing if necessary.

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 February 10, 2017 (MDH 0210XX).

SYMPTOM/CONDITION:

The customer may notice a rattle noise from the front of the vehicle while driving over bumps or rough roads.

DIAGNOSIS:

If the customer describes the symptom, perform the diagnostic steps below:

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 04 - Vehicle Quick Reference/Hoisting/Standard Procedure.
2. Remove the front wheels. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 22 - Tires and Wheels/Removal and Installation.

3. Inspect the front struts to see if the coil spring is rubbing on the strut tube. Refer to (Fig. 1) and (Fig. 2) for examples of improper spring/strut assembly.

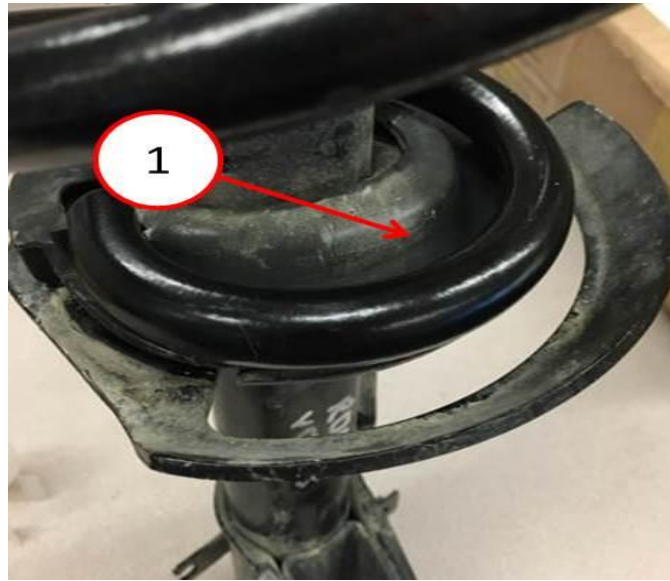


Fig. 1 Incorrect Assembly

1 - Excessive Gap Between Insulator And Coil Spring.



Fig. 2 Incorrect Spring Seating

1 - Incorrect Coil Spring Seating On Insulator.

A correct spring/strut assembly is shown in (Fig. 3).

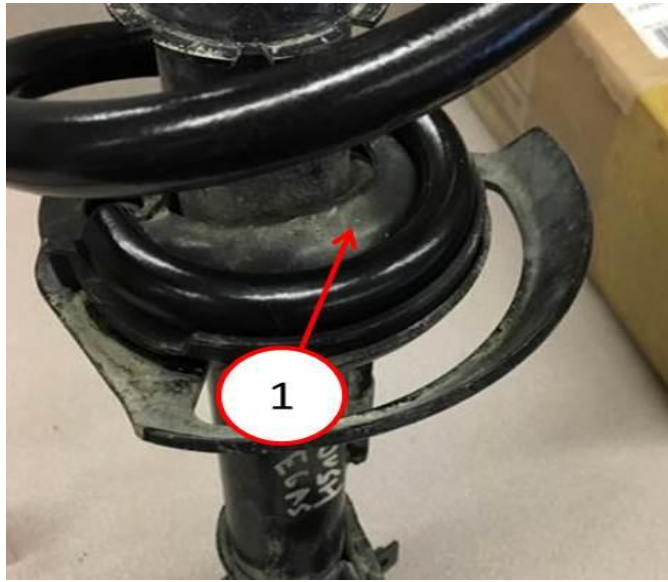


Fig. 3 Correct Assembly

1 - Correct Seating Of Coil Spring To The Insulator.

NOTE: Only perform the repair on the strut that shows a witness mark.

4. Is the spring contacting the strut tube or is there presence of a “witness mark” as seen in (Fig. 4)?
 - a. Yes>>> Continue with the Repair Procedure [Step #1](#).
 - b. No>>> This Bulletin does not apply. Normal diagnostic should be performed.

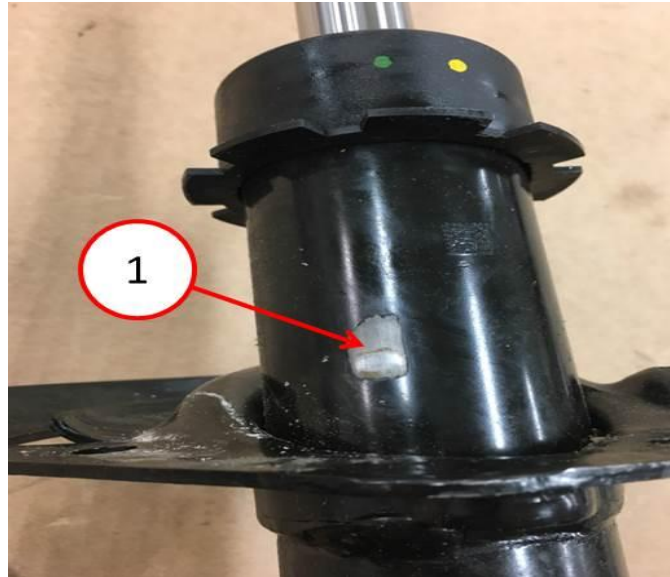


Fig. 4 Witness Mark

1 - Witness Mark.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68248726AD	Strut, Front (RH) (Sales Codes SDA w/ 17 inch Tire or SDC w/ 20 inch tires)
1 (AR)	68248727AD	Strut, Front (LH) (Sales Codes SDA w/ 17 inch Tire or SDC w/ 20 inch tires)
1 (AR)	68248728AD	Strut, Front (RH) (Sales Codes SDC or SDM w/ 18 inch tires)
1 (AR)	68248729AD	Strut, Front (LH) (Sales Codes SDC or SDM w/ 18 inch tires)
1 (AR)	68248734AF	Strut, Front (RH) (Sales Code SDB w/ 17 inch Tire)
1 (AR)	68248735AF	Strut, Front (LH) (Sales Code SDB w/ 17 inch Tire)
1 (AR)	68248732AD	Strut, Front (RH) (Sales Code SDM w/ 17 inch Tire)
1 (AR)	68248733AD	Strut, Front (LH) (Sales Code SDM w/ 17 inch Tire)
1 (AR)	68294076AE	Strut, Front (RH) (Sales Code SDM w/ 18 inch tires)
1 (AR)	68294077AE	Strut, Front (LH) (Sales Code SDM w/ 18 inch tires)
1 (AR)	68238134AB	Spring (Sales Code ZPE or ZBE)
1 (AR)	68238135AB	Spring (Sales Code ZPF or ZBF)
1 (AR)	68231728AA	Spring (Sales Code ZSC or ZDC)
1 (AR)	68194692AB	Isolator, Spring Seat Lower (Each package contains 2 pcs.)

REPAIR PROCEDURE:

WARNING: Be sure to review all warnings and cautions before proceeding. Refer to the detailed information available in DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> Warning.

1. Remove the front strut assemblies from the vehicle. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension/Front/Strut, Suspension, Assembly/Removal.
2. Disassemble the front struts. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension/Front/Strut, Suspension, Assembly/Disassembly.

NOTE: The lower spring isolator may need to be replaced if it is worn or out of shape.

3. Assemble the front strut. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension> Front> Strut, Suspension, Assembly.
4. Install the front strut assemblies to the vehicle. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension/Front/Strut, Suspension, Assembly/Installation.
5. Reset the vehicle toe setting to specifications. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: Service Info> 02 - Front Suspension/Wheel Alignment/Standard Procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
02-15-10-98	Strut / Spring, Front - Replace One Side and Adjust Toe (1 - Semi-Skilled)	4 - Chassis Systems	1.5 Hrs.
02-15-10-99	Strut / Spring, Front - Replace Both Sides and Adjust Toe (1 - Semi-Skilled)	4 - Chassis Systems	2.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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