



NUMBER: 19-001-20

GROUP: 19 - Steering

DATE: March 25, 2020

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-021, dated March 25, 2020. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:

Humming Sound When Turning At Low Speed

OVERVIEW:

This bulletin involves inspecting and replacing the electric power steering gear if necessary.

MODELS:

2020 (RU) Chrysler Pacifica

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles built on or before December 18, 2019 (MDH 1218XX).

SYMPTOM/CONDITION:

The customer may notice there is a loud “hum” sound, as the steering wheel is turned at low (parking lot) speeds.

NOTE: “Hum” sound is more noticeable while turning the steering wheel clockwise.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer’s VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

1. Turn the steering wheel clockwise at a rate of 30 RPM or 1 rotation per 2 seconds, and listen for a loud “hum” noise.
2. Was the noise heard?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use inspect LOP (19-00-05-98) to close the active RRT.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68460391AD	Electric Power Steering Gear
1	06503210	Screw, Hex Flange Head, M10x1.5x35., Steering Column to Steering Gear
1	68271967AA	Gasket, Crossunder Pipe
4	06511822AA	Bolt, Hex Flange Head, M14X2.00X97.00, Cradle Bolts
2	06506557AA	Nut And Washer, Hex Lock, M14x1.50, Outer Tie Rod to Knuckle
2	68470042AA	Hardware Kit
2	06509298AA	Nut, Hex Flange Lock, M22x1.50, Lower Ball Joint

REPAIR PROCEDURE:

NOTE: The intermediate shaft coupler pinch bolt will need to be replaced if it is necessary to replace the steering gear.

1. Replace the electric power steering gear assembly. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info> 19 - Steering / Gear / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
19-00-05-98	Electric Power Steering Gear - Inspect (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
19-00-05-99	Electric Power Steering Gear - Inspect and Replace (2 - Skilled)	6 - Electrical and Body Systems	3.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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