



NUMBER: 17-001-20

GROUP: 17 - Rear Suspension

DATE: July 24, 2020

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-042, dated July 24, 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:

Rear Suspension Harsh Ride

OVERVIEW:

This bulletin involves replacing the right rear coil spring

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 after June 11, 2020 (MDH 0611XX) and on or before June 12, 2020 (MDH 0612XX).

SYMPTOM/CONDITION:

The customer may describe one or more of the following:

- Vehicle has a harsh ride when riding in the rear of the vehicle.
- The right side of the vehicle is higher than the rest of the vehicle.

DIAGNOSIS:

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.**

PARTS REQUIRED:

| Qty. | Part No. | Description |
|------|------------|--------------------|
| 1 | 68231034AA | Spring, Right Rear |

REPAIR PROCEDURE:

1. Replace the right rear coil spring. Refer to the detailed service procedures available in DealerCONNECT>Service Library under: Service Info 17 - Rear Suspension / Spring(s) / Removal and Installation.
2. Perform the rear wheel alignment. Refer to the detailed service procedures available in DealerCONNECT>Service Library 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 |
|----------------------------|---|-----------------------|---------------|
| 02-30-01-9A | Coil Spring, Right Rear - Replace and Set Toe (1 - Semi-Skilled) | 4 - Chassis Systems | 1.5 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|