



**NUMBER:** 23-004-21

**GROUP:** 23 - Body

**DATE:** January 23, 2021

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**This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 21-018, date of issue January 23, 2021. All applicable Sold and Unsold 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. This RRT will expire 18 months after the date of issue.**

**SUBJECT:**

Third Row Sunshade Will Not Close

**OVERVIEW:**

This bulletin involves separating the third row sunroof sunshade leading edge from urethane and checking the sunroof glass and roof panel for excess urethane.

**MODELS:**

2020	(RU)	Chrysler Pacifica
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**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America.

**NOTE:** This bulletin applies to vehicles built on or after August 24, 2020 (MDH 0824XX) and on or before August 31, 2020 (MDH 0831XX) equipped with a Tri Pane Panoramic Sunroof (Sales Code GWM).

**SYMPTOM/CONDITION:**

The customer may describe the following:

- Third row sunroof sunshade will not close, or is stuck in the open position.

**NOTE:** This condition is caused from excess urethane, bonding the sunshade edge to the sunroof glass.

**DIAGNOSIS:**

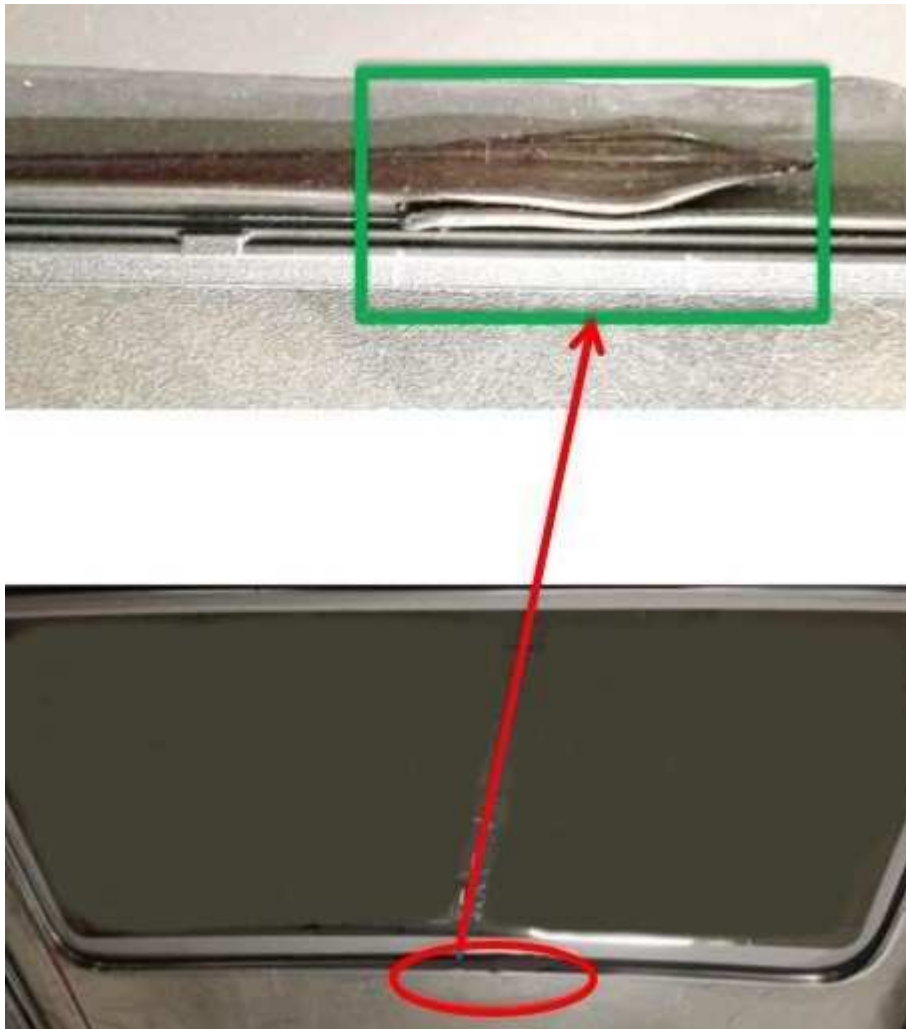
If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

**REPAIR PROCEDURE:**

**CAUTION!** Do not cut the headliner urethane from the sunshade. Cutting the urethane may result in damage to the headliner. Use care while pulling/tugging sunshade from headliner to not damage the sunshade or headliner.

**NOTE:**

- The headliner and sunshade do not need to be lowered, or removed from the vehicle to perform this Repair Procedure.
  - If necessary, position the third row seats for better access.
1. From inside the vehicle and using hands, carefully and steadily pull/tug the front leading edge of the sunshade plastic trim, away from the headliner excess urethane (Fig. 1) .



**Fig. 1**

**Location Of Excess Urethane On Sunshade Leading Edge**

2. Close and open the sunroof sunshade to check operation. The sunshade should now be free, if not further diagnosis may be needed.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-10-30-95	Excess Urethane from Third Row Sunshade - Remove (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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