



NUMBER: 23-009-21

GROUP: 23 - Body

DATE: February 12, 2021

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This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 21-023, date of issue February 12, 2021. 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. This RRT will expire 18 months after the date of issue.

SUBJECT:

Red Chrysler Inlay In The Rear Liftgate Wing Badge Lifting Off

OVERVIEW:

This bulletin involves inspecting the red Chrysler inlay in the wing badge on the rear liftgate and replacing the emblem 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 after November 20, 2019 (MDH 1120XX) or on or before November 26, 2019 (MDH 1126XX) equipped with a Red Badging (Sales Code M34).

SYMPTOM/CONDITION:

The customer may notice the following:

- The red Chrysler inlay in the wing badge on the rear liftgate is peeling or lifting off.

DIAGNOSIS:

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

1. Inspect the red Chrysler inlay in the wing badge on the rear liftgate.
2. Was the red inlay on the wing badge peeling or lifting ([Fig. 1](#)) ?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use inspection LOP (23-03-08-9M) to close the active RRT.

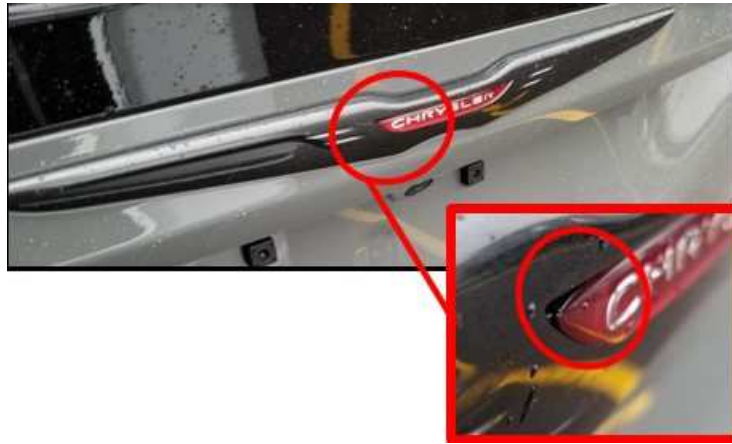


Fig. 1
Red CHRYSLER Inlay Peeling Or Lifting Off Emblem

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68545452AA	Emblem (Chrysler Wing)

REPAIR PROCEDURE:

CAUTION! Do not exceed 52° C (120° F) when heating the wing badge emblem. Failure to comply may result in damage to the vehicle and/or the vehicle paint finish.

1. Replace the wing badge emblem. Using a heat gun, heat the badge emblem.

NOTE: Additional heat may be need to be applied while prying the wing badge emblem away from the lamp bar/exterior handle assembly.

2. Using a trim stick, gently pry the wing badge emblem away from the wing badge lamp bar/exterior handle assembly.
3. Thoroughly clean all residue from the wing badge emblem attachment area by wiping the area with a clean lint-free cloth, moistened with a 50% solution of water and alcohol. Wipe dry the area immediately with a dry lint-free cloth.
4. Remove the protective covering from the back of the wing badge emblem and firmly press the emblem onto the wing badge lamp bar/exterior handle assembly.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-03-08-9M	Wing Badge Emblem - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-03-08-9N	Wing Badge Emblem - Inspect and Replace (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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