



NUMBER: 02-005-22

GROUP: 02 - Front Suspension

DATE: April 21, 2022

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This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-081, date of issue April 21, 2022. All applicable Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. This RSU will expire 18 months after the date of issue.

SUBJECT:

Front Wheel Hub and Bearing Noise

OVERVIEW:

This bulletin involves inspecting and replacing the front hub bearing(s) if needed.

MODELS:

2022 (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 17, 2021 (MDH 1117XX) and built on or before March 04, 2022 (MDH 0304XX).

SYMPTOM/CONDITION:

Customers may experience the following:

- Wheel bearing growling noise in front when driving.

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 Diagnostic Trouble Code (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 RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

PARTS REQUIRED:

| Qty. | Part No. | Description |
|--------|------------|---|
| 2 (AR) | 68522906AA | Hub and Bearing, Front |
| 2 (AR) | 06509298AA | Nut, Hex Flange Lock, (Axle Shaft) |
| 8 (AR) | 06512234AA | Bolt, Hex Flange Head - M12X1.75X60 (4 Bolts needed per wheel) |

REPAIR PROCEDURE:

1. Follow diagnosis procedure in Service Library to determine if a front hub bearing(s) is making an abnormal noise. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 02 - Front Suspension / Front / Hub and Bearing/ Diagnosis and Testing.
2. Is one or both front hub bearings making an abnormal noise?
 - YES >>> Replace the front hub bearing. Proceed to [Step 3](#).
 - NO >>> This bulletin has been completed, use inspect LOP (05-21-09-96) to close the active RSU.

NOTE: It may be necessary to disconnect the lower ball joint from the knuckle to make it easier to access the four knuckle to hub bearing mounting bolts.

3. Only replace the front hub bearing(s) that is making an abnormal noise. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 02 - Front Suspension / Front / Hub and Bearing(s) / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------------|----------|
| 05-21-09-96 | Wheel Bearing - Inspect (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.6 Hrs. |
| 05-21-09-97 | Wheel Bearing - Inspect and Replace One Front Wheel Bearing (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 1.0 Hrs. |
| 05-21-09-98 | Wheel Bearing - Inspect and Replace Two Front Wheel Bearing (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 1.4 Hrs. |

FAILURE CODE:

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