

Technical Service Bulletin (TSB)
Front Hub Bearing Growling Noise

REFERENCE:	TSB: 02-001-23 GROUP 02 - Front Suspension	Date:	January 7, 2023	REVISION:	02-005-22
VEHICLES AFFECTED:	2022 - 2023 (RU) Chrysler Pacifica **This bulletin applies to vehicles built on or after November 01, 2022 (MDH 1101XX) and on or before April 01, 2023 (MDH 0401XX) equipped with either Anti-Lock 4-Wheel-Disc Brakes (Sales Code BRG) or ABS 4-Wheel Disc Regen Brakes (Sales Code BRT).**	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	Customers may experience a noise/vibration coming from the front end of the vehicle while driving. Wheel bearing growling noise in front when driving.				
CAUSE:	Front hub/bearing.				

This bulletin supersedes Technical Service Bulletin (TSB) 02-005-22, date of issue April 21, 2022, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include new Rapid Service Update (RSU) number, build dates, Steps and LOP.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) ****23-004**, date of issue January 07, 2023**. All applicable UnSold RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves possibly replacing the either side front hub bearing(s).

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**05-21-09-9A	Front Hub/Bearing - Inspection Covered During PDI (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.1 Hrs
05-21-09-9B	Front Hub/Bearing - Replace One Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.8 Hrs
05-21-09-9C	Front Hub/Bearing - Replace Both Sides (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.2 Hrs**
Failure code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68522906AB	Hub and Bearing, Front	
2 (AR)	06509298AA	Nut, Hex Flange Lock, (Axle Shaft)	
8 (AR)	06512234AA	Bolt, Hex Flange Head - M12 X 1.75X60 (4 Bolts needed per wheel)	

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 RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

REPAIR PROCEDURE:

NOTE: PDI road test is to be used for the inspection.

1. **During the PDI road test does the vehicle exhibit the growling noise from either one or both of the hub bearing(s)? Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 02 - Front Suspension / Front / Hub And Bearing / Diagnosis and Testing.
 - YES>>> Proceed to [Step 2](#).
 - NO>>> This bulletin has been completed, use inspect PDI with LOP (05-21-09-9A) to close the active RSU.**
2. Replace the front hub/bearing(s) that is experiencing the growling noise on either one or both sides. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 02 - Front Suspension / Front / Hub And Bearing / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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