

**Technical Service Bulletin (TSB)**  
**Third Row Sunshade Tab Stuck Between Door Panel**

<b>REFERENCE:</b>	<b>TSB:</b> 23-085-23 <b>GROUP</b> 23 - Body	<b>Date:</b>	July 27, 2023	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	<b>2023 (RU) Chrysler Pacifica</b> This bulletin applies to vehicles built on or after May 17, 2023 (MDH 0517XX) and on or before May 18, 2023 (MDH 0518XX) equipped with 2ND & 3RD Row Window Shades (Sales Code GF1).	<b>MARKET APPLICABILITY:</b>			
<b>CUSTOMER SYMPTOM:</b>	Customers may comment on the following: <ul style="list-style-type: none"> <li>The third row window shade is stuck.</li> </ul>				
<b>CAUSE:</b>	Incorrect installation of the interior panel.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-224, date of issue July 27, 2023. All applicable 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 includes Inspecting and if necessary getting the window shade tab unstuck from the interior panel.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-10-56-95	Window Shade Tab – Inspect and/or Repair (One or Both Sides) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure code	ZZ	Service Action	

**DIAGNOSIS:**

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 any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

**REPAIR PROCEDURE:**

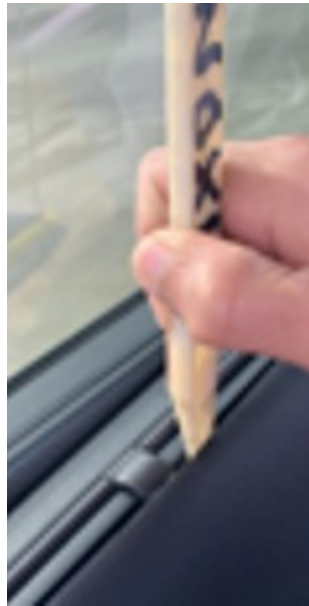
1. Verify the third row sunshade tab is not stuck between the trim panel on both the left side and right sides (Fig. 1) .



**Fig. 1**  
**Sunshade Tab**

- 1 - Stuck Tab  
2 - OK
- 

2. If the tab is stuck between the trim panel, use a trim stick to pry the sunshade tab out (Fig. 2) .



**Fig. 2**  
**Trim Stick To Remove Stuck Tab**

3. Verify the third row sunshade operates properly.

**POLICY:**

Reimbursable within the provisions of the warranty.

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