

REFERENCE:	TSB: 24-011-23 REV. A GROUP 24 - Heating and Air Conditioning	Date:	August 23, 2023	REVISION:	24-011-23
VEHICLES AFFECTED:	2022 - **2023** (RU) Chrysler Pacifica This bulletin applies to vehicles equipped with a 3.6L V6 VVT Engine Upgrade 1 (Sales Code ERC) built on or after December 01, 2022 (MDH 1201XX) and on or before December 22, 2022 (MDH 1222XX).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> CH
				<input type="checkbox"/> EE	<input type="checkbox"/> IAP
				<input type="checkbox"/> SA	<input type="checkbox"/> MEA
CUSTOMER SYMPTOM:	Customers may comment on one or more of the following: <ul style="list-style-type: none"> A/C will not function. A/C not blowing cold. 				
CAUSE:	A/C compressor failure.				

This bulletin supersedes Technical Service Bulletin (TSB) 24-011-23, date of issue August 17, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include additional model year.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-240, date of issue August 17, 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 involves performing an A/C compressor test and possibly replacing the A/C compressor.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
24-10-01-9F	A/C Compressor - Test (1 - Semi-Skilled)	7 - A/C Heating	0.6 Hrs.
24-10-01-9G	A/C Compressor - Test and Replace (1 - Semi-Skilled)	7 - A/C Heating	2.6 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68225206AE	Compressor, Air Conditioning	
1 (AR)	68322211AA	Seal, Slim Line - 1/2"	
1 (AR)	68322265AA	Seal, Slim Line - 3/4"	
1 (AR)	68232939AB	Lubricant, Compressor	

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

REPAIR PROCEDURE:

NOTE: A/C compressor test must be performed at above 12 °C (55 °F) ambient temperature. When connecting the A/C recovery machine, if system is found empty, perform a leak test diagnosis prior to proceeding per standard diagnostics. Refer to the detailed service procedures available in DealerCONNECT>Service Library under: 24 - Heating and Air Conditioning / Plumbing, Front / Diagnosis and Testing.

1. Start the vehicle, turn on A/C by pressing the A/C button, select vent mode (**not auto**) and adjust the A/C temperature to "LO" coldest setting (**not Recirc**).
2. Let the vehicle run until the A/C air is blowing cold for two to three minutes (estimated timing 30 seconds).
3. Did the A/C blow cold within two to three minutes?
 - YES>>> Proceed to [Step 4](#).
 - NO>>> Proceed to [Step 7](#).
4. Adjust the temperature control to 26 °C (80 °F) or "HI" - leaving the A/C button ON (**Do not move to heat mode**). Let the vehicle run until the air blows warm (estimated timing 10 seconds).
5. Shut off the engine for five minutes.

NOTE: If at any time while in A/C cold mode the A/C does not blow cold, proceed to [Step 7](#).

6. Repeat steps [Step 1](#) through [Step 5](#), two more times. **After the third time, if the A/C still blows cold, this bulletin has been completed. Use Inspect LOP (24-10-01-9F) to close the active RSU.**
7. Replace the A/C compressor. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 24 - Heating and Air Conditioning / Plumbing, Front / Compressor, A/C / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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