

Rapid Service Update (RSU) Incorrect Serpentine Belt and Tensioner

REFERENCE:	TSB: 09-004-23 REV. A GROUP 09 - Engine	Date:	February 7, 2023	REVISION:	09-004-23
VEHICLES AFFECTED:	**2022** (RU) Chrysler Pacifica This bulletin applies to the following vehicles built on or after October 25, 2022 (MDH 1025XX) on or before November 04, 2022 (MDH 1104XX) equipped with a 3.6L V6 Hybrid Engine (Sales Code EH3).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	<ul style="list-style-type: none"> Premature engine belt wear or noise concerns when driving the vehicle. Belt could snap eventually resulting in water pump and alternator not being driven leading to overheating and dead battery. 				
CAUSE:	Incorrect belt tensioner				

This bulletin supersedes Technical Service Bulletin (TSB) 09-004-23, date of issue February 02, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include updated model year.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-029, date of issue February 02, 2023. 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.

REPAIR SUMMARY:

This bulletin involves inspecting and if necessary replacing the serpentine belt and tensioner pulley.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
07-20-18-97	Tensioner and Serpentine Belt - Inspect (0 - Introduction)	1 - Engine Repair and Performance	0.2 Hrs.
07-20-18-98	Tensioner and Serpentine Belt - Inspect and Replace (0 - Introduction)	1 - Engine Repair and Performance	0.9 Hrs.
	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	05281296AA	Belt, Serpentine	
1 (AR)	05281615AA	Tensioner, Belt	

DIAGNOSIS:

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.**

- Using borescope, Insert the Tip of the borescope cable into the space as shown (Fig. 1) .



Fig. 1
BoreScope Inspection Location

- When inspecting with borescope look for grooved tensioner pulley and grooved belt on the monitor (Fig. 2) .

NOTE: A flat/smooth tensioner pulley or with faded marks indicates the incorrect belt and tensioner are installed and must be replaced.

3. Does the tensioner pulley and belt have grooves? (Fig. 2)

- YES>>> This bulletin has been completed, use inspect LOP (07-20-18-97) to close the active RSU.
- NO>>> Proceed to [Step 1](#) of the Repair Procedure.



Fig. 2
(Correct) Grooved Belt and Tensioner

REPAIR PROCEDURE:

1. Remove the serpentine belt and discard. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>07 - Cooling / Accessory Drive / Belt, Serpentine / Removal.
2. Replace the tensioner. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>07 - Cooling / Accessory Drive / Tensioner, Belt / Removal and Installation.
3. Install the new serpentine belt. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>07 - Cooling / Accessory Drive / Belt, Serpentine / Installation.
4. Clear any DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

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