

Technical Service Bulletin (TSB)
Noise From Front End While Driving Over Bumps

REFERENCE:	TSB: 02-007-24 GROUP: 02 - Front Suspension	Date:	May 10, 2024	REVISION:	-
VEHICLES AFFECTED:	2024 (RU) Chrysler Pacifica This bulletin applies to vehicles built on after May 01, 2023 (MDH 0501XX) and on or before January 08, 2024 (MDH 0108XX).			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:	Customers may experience the following:				
	<ul style="list-style-type: none"> Noise (rattle/thump/clunk noise) coming from the front end of the vehicle when driving over bumps. 				
CAUSE:	Distorted isolator spring.				

REPAIR SUMMARY:

This bulletin involves inspecting and possibly replacing one or both front upper isolator springs.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
02-15-10-9F	Spring, Upper Isolator Front - Replace (One Side) (1 - Semi-Skilled)	4 - Chassis	1.4 Hrs.
02-15-10-9G	Spring, Upper Isolator Front - Replace (Both Sides) (1 - Semi-Skilled)	4 - Chassis	1.8 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
2 (AR)	05151024AB	Spring, Isolator	

DIAGNOSIS:

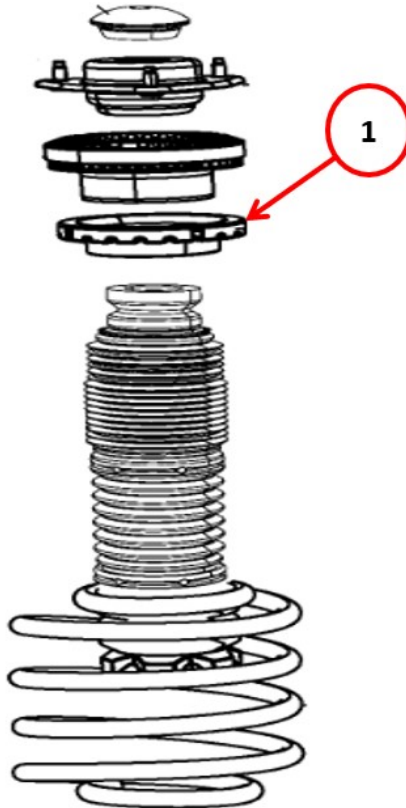
If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Strut Spring Compressor	223-7600	-

REPAIR PROCEDURE:

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
2. Inspect the both front strut upper isolator springs for deformation [Fig. 1](#).

**Fig. 1**

Front Upper Isolator Spring Location On Strut

1 - Front Upper Isolator Spring

3. Are either front strut upper isolator springs deformed [Fig. 2](#)?

**Fig. 2**

Distorted Upper Isolator Spring

- YES>>> Proceed to [Step 4](#).
 - NO>>> This bulletin does not apply. Normal diagnosis should be performed.
4. Disassemble the front strut(s) assembly. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>02 - Front Suspension / Front / Strut, Suspension, Assembly / Disassembly.
 5. Replace the deformed upper isolator spring.

NOTE: The vehicle comes equipped with a one piece upper spring isolator. The new replacement upper spring isolator is a two piece design.

6. Assemble the front strut(s) assembly. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>02 - Front Suspension / Front / Strut, Suspension, Assembly / Assembly.

POLICY:

Reimbursable within the provisions of the warranty.

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