

## Technical Service Bulletin (TSB)

### Noise From Front End While Driving Over Bumps

<b>REFERENCE:</b>	<b>TSB:</b> 02-007-24 REV. A <b>GROUP:</b> 02 - Front Suspension	<b>Date:</b>	June 7, 2024	<b>REVISION:</b>	02-007-24
<b>VEHICLES AFFECTED:</b>	<b>**2023** - 2024 (RU) Chrysler Pacifica</b> This bulletin applies to vehicles built on after May 01, 2023 (MDH 0501XX) and on or before January 08, 2024 (MDH 0108XX).			<b>MARKET APPLICABILITY:</b>	
				<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
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may experience the following:</b>				
	<ul style="list-style-type: none"> <li>Noise (rattle/thump/clunk noise) coming from the front end of the vehicle when driving over bumps.</li> </ul>				
<b>CAUSE:</b>	Distorted isolator spring.				

This bulletin supersedes Technical Service Bulletin (TSB) 02-007-24, date of issue May 10, 2024, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include adding a model year to Vehicles Affected.

#### 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

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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