

REFERENCE:	TSB: 23-023-25 GROUP: 23 - Body	Date:	May 17, 2025	REVISION:	—
VEHICLES AFFECTED:	2024 - 2025 (RU) Chrysler Pacifica This bulletin applies to vehicles built on or after February 01, 2024 (MDH 0201XX) and on or before February 14, 2025 (MDH 0214XX).			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 one or more of the following:				
	<ul style="list-style-type: none"> • The rear carpet is untucked. • The rear carpet is torn. • The rear carpet is coming out/loose. 				
CAUSE:	Manufacturing issue				

REPAIR SUMMARY:

This bulletin involves modifying the rear tub carpet fasteners.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-21-15-9A	Carpet / Lining, Floor – Modify (1 - Semi-Skilled)	06 - Electrical and Body Systems Repair	0.3 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
2	68734073AA	Tape - Felt	

DIAGNOSIS:

If the customer describes any of the symptoms/conditions above, perform the repair procedure.

REPAIR PROCEDURE:

1. Remove the rear liftgate sill scuff plate. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Interior / Plate, Scuff, Liftgate Sill / Removal.
2. Remove the two fasteners securing the carpet to the tub Fig. 1.

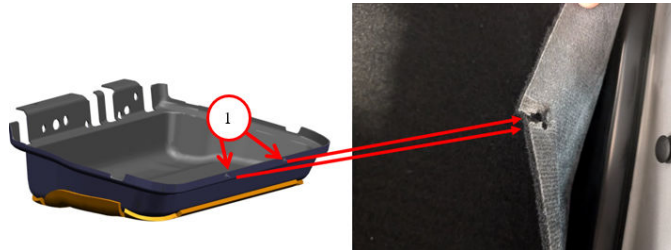


Fig. 1
Remove Tube Fasteners

1 - Tub Fasteners

3. Install the fasteners including one piece of 38 mm. x 38 mm. (1.5 in. x 1.5 in.) felt tape per fastener Fig. 2.

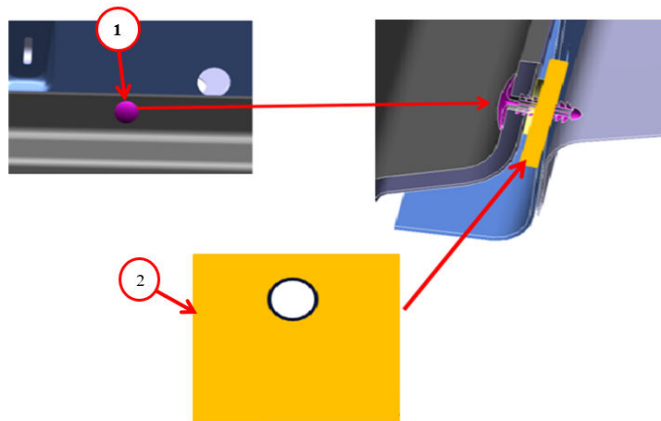


Fig. 2
Fastener With Tape Installation

1 - Tub Fastener
2 - Felt Tape With Hole

4. Install the rear liftgate sill scuff plate. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Interior / Plate, Scuff, Liftgate Sill / Installation.

POLICY:

Reimbursable within the provisions of the warranty.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.