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Case Number: S2623000034

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Symptom/Vehicle Issue: Popping Clicking Noise From Power Sliding Door During Operation Open And Or Closed.

Models Affected: 2017-2026 Chrysler Pacifica (RU)

Discussion: The customer may notice a popping or clicking noise when opening or closing either sliding door. The noise can typically be heard during door movement, especially near the fully open or fully closed positions. Investigation has shown that the latch is frequently being replaced for this condition; however, the latch is not the root cause in these cases.

Repair Procedure: Before making repairs, review the information below. Part return analysis shows latches are being replaced, but the returned parts function as designed when tested and installed in a test vehicle.

Before replacing any latch components perform the following inspection steps:

1. Open the door and verify the latch operation by manually closing it with a screwdriver and see if it produces any noise, if not, latch should not be replaced.
2. If the latch does not produce the noise during this check, the issue is likely related to door alignment or striker engagement.
 - Inspect and adjust the striker as necessary.
 - Verify proper door fit and engagement.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous case details that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.



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3. If the popping noise is still present with the door open and latch manually operated, then inspect the following areas:

- Sliding door rollers
- Roller brackets
- Upper, center, and lower sliding channels/tracks
- Possible interference or binding conditions

4. The latch should not be replaced for the Popping/Clunking Noise. Investigate and diagnose the other mechanical parts of the power sliding door system first.

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