



May 2019

Dealer Service Instructions for:

Safety Recall V53 / NHTSA 19V-348

Power Steering Assist

Remedy Available

2017-2019 (RU) Chrysler Pacifica

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The battery ground on about 198,800 of the above vehicles may have been built with a sealer that is used during the wire harness manufacturing process may accumulate on the wire harness tab which may cause a loss of clamp load in the battery ground joint over time. A loose battery ground joint may cause an intermittent battery ground connection possibly resulting in an intermittent loss of power steering assist with inconsistent driver steering effort and/or a loss of motive power. An intermittent loss of power steering assist may result in an inconsistent driver steering effort, especially during lower speed maneuvers. A loss of motive power could also occur. Either of these conditions may increase the risk of a vehicle crash without prior warning.

Repair

Disassemble and inspect the suspect ground surfaces, clean the contact surfaces as needed, and reassemble the ground joint to the specified torque.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the hood.
2. Remove the fresh air inlet duct (Figure 1).
3. Disconnect the negative battery cables (Figure 2).

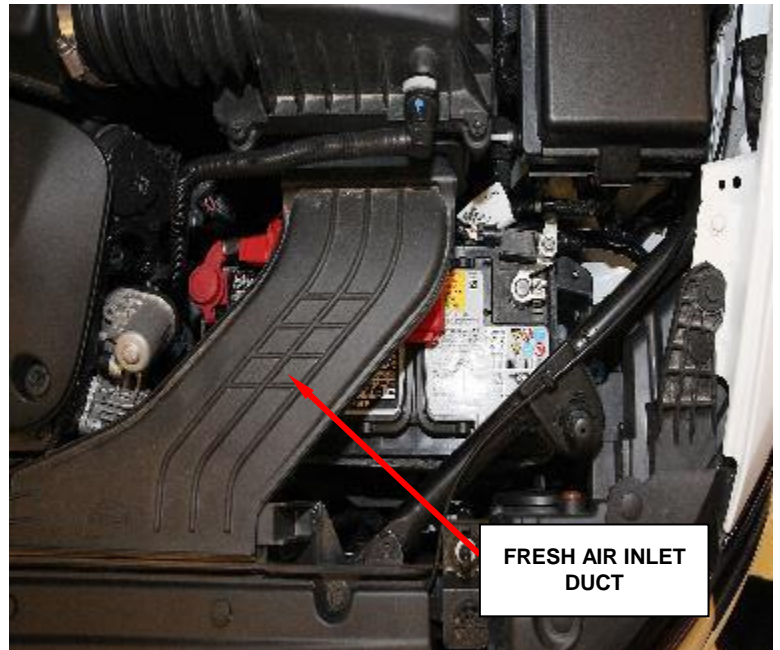


Figure 1 – Fresh Air Inlet Duct

4. Raise and support the vehicle.

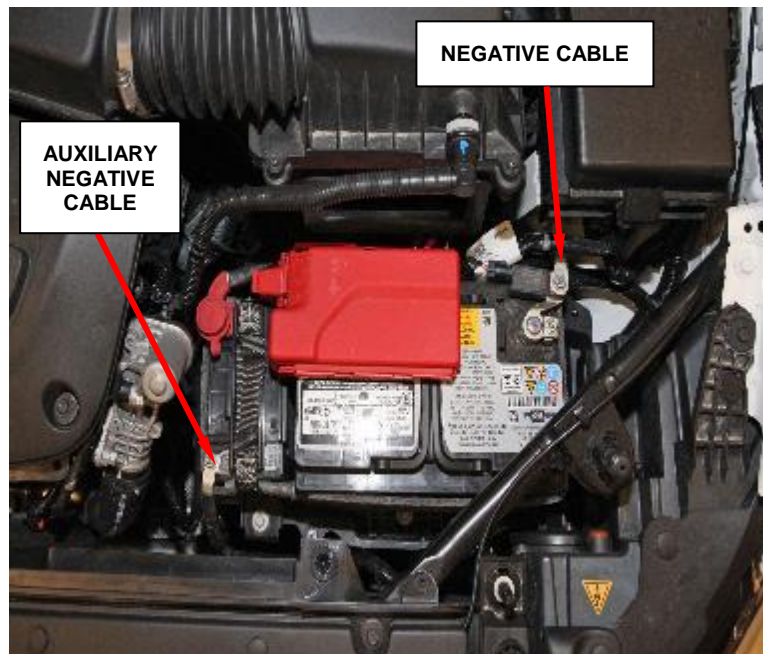


Figure 2 – Negative Battery Cables

Service Procedure [Continued]

5. Remove the four screws attaching the wheelhouse splash shields to the front belly pan.
6. Remove the four front screws (Figure 3).
7. Remove the three push pins (Figure 3).
8. Remove the eight rear screws (Figure 3).

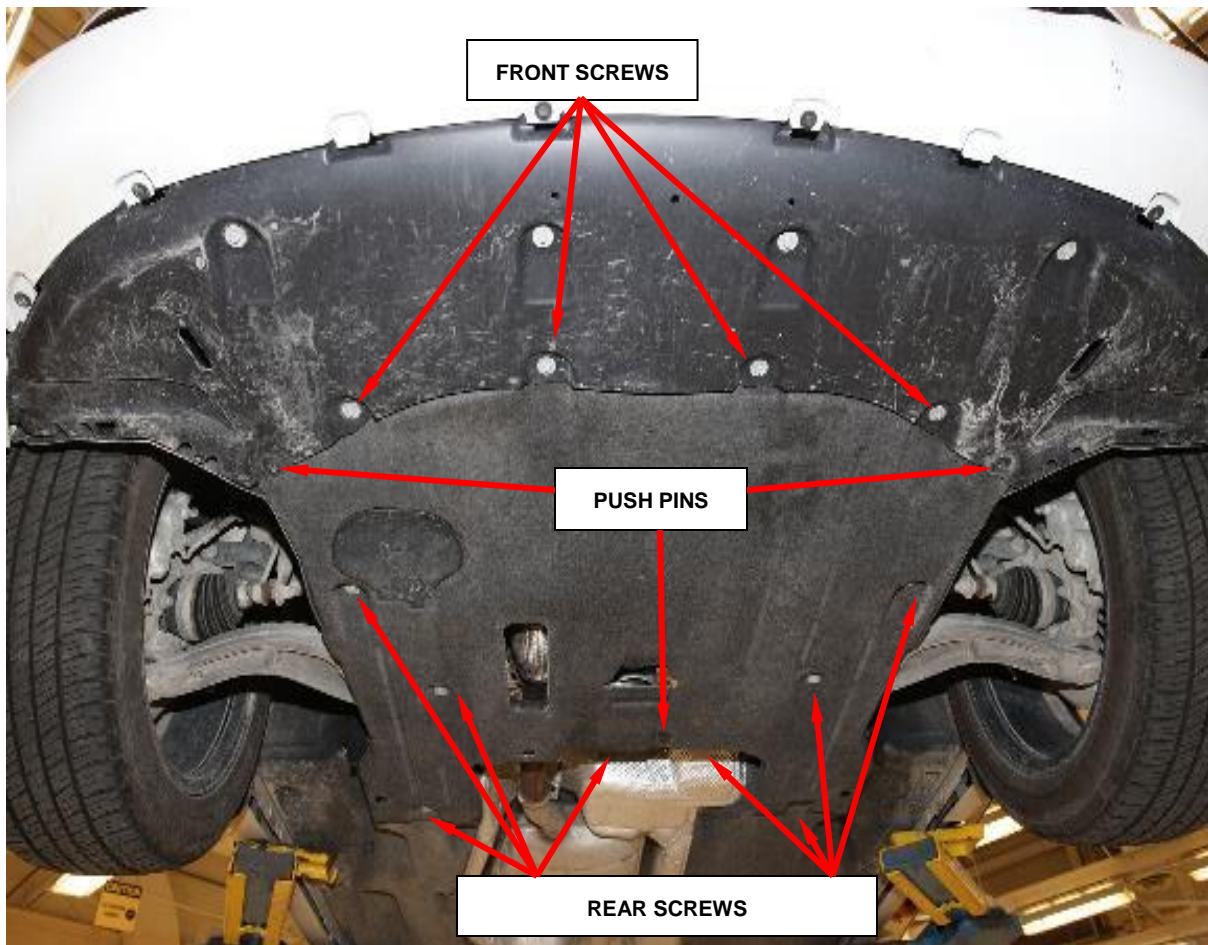


Figure 3 – Front Belly Pan

Service Procedure [Continued]

9. Locate the battery ground stud located on the left frame rail toward the front of the vehicle (Figure 4).

10. Remove the ground nut from the ground stud (Figure 4).

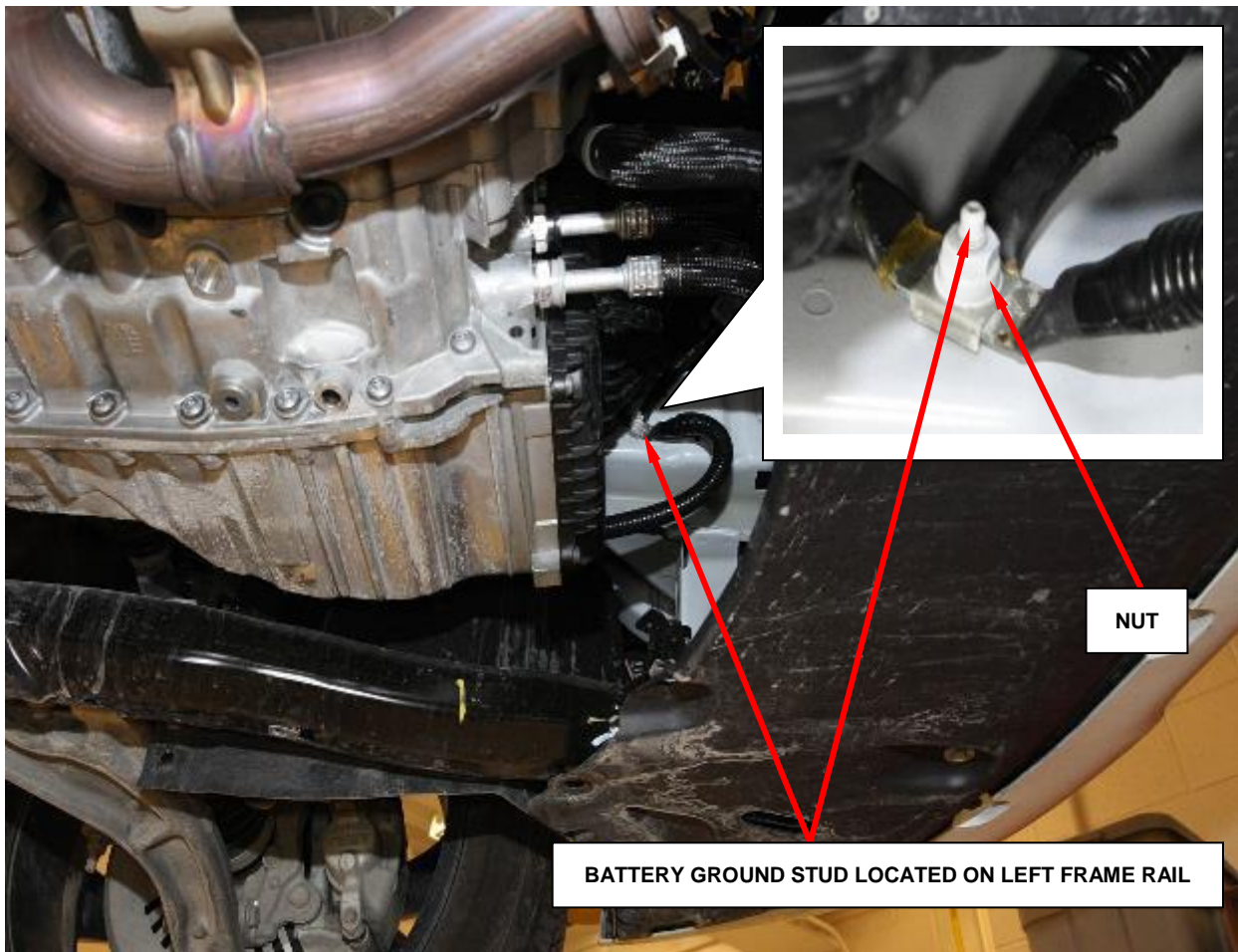


Figure 4 - Battery Ground Stud Location

Service Procedure [Continued]

11. Remove the two ground eyelets from the ground stud (Figure 5).

CAUTION: To avoid terminal plating damage, do not use metal scrapers to remove heat shrink adhesive from terminals.

12. Using a plastic scraper, remove excess heat shrink adhesive from all ground terminal connection surfaces (Figure 6).

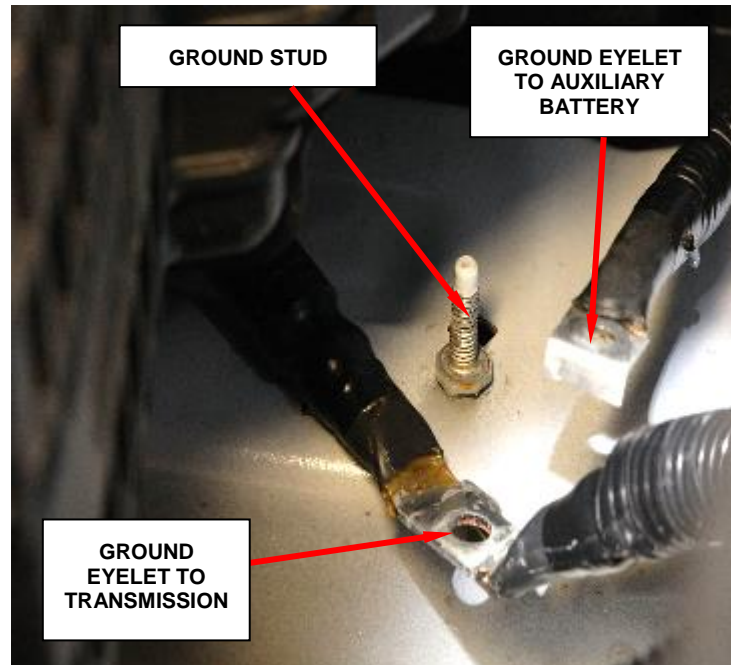
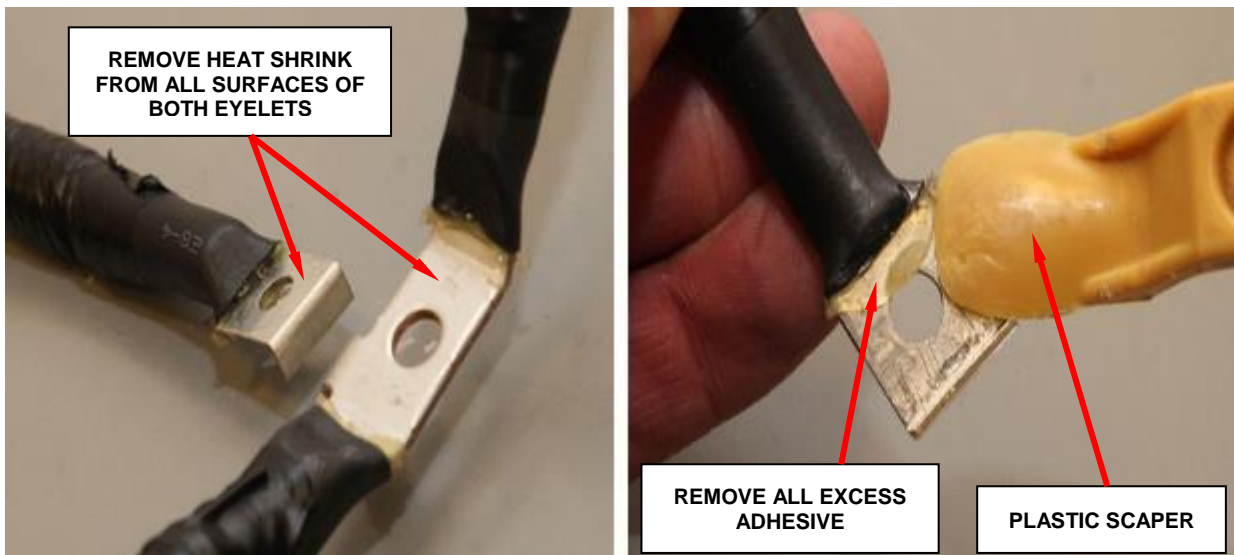


Figure 5 - Ground Eyelets



**Figure 6 – Ground Terminals
(Ground Cables Removed from Vehicle for Photographic Purposes Only)**

Service Procedure [Continued]

13. If needed, trim excess heat shrink adhesive as close as possible to the heat shrink tubing (Figure 7).
14. Using a plastic scraper, remove excess heat shrink adhesive from the ground stud and nut (Figure 5).
15. Clean all ground terminal, ground stud and ground nut surfaces with Electrical Contact Cleaner or equivalent.
16. Position the two ground eyelets on the ground stud.
17. Install the ground nut to the ground stud and tighten to 9 N·m (80 in. lbs.).
18. Position the front belly pan to the front fascia.
19. Install the four front screws and tighten securely.
20. Install the three push pins.
21. Install the eight rear screws and tighten securely.
22. Install the four screws attaching the wheelhouse splash shields to the front belly pan and tighten securely.
23. Lower the vehicle.
24. Connect both negative battery cables.
25. Install the fresh air inlet duct.
26. Close the hood and return the vehicle to the customer.

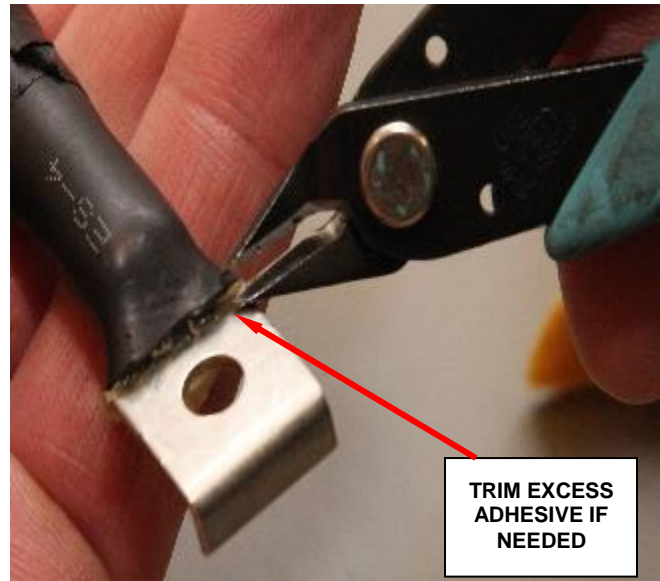


Figure 7 – Trim Excess Adhesive

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Repair Auxiliary Battery Ground Cable Connection	08-V5-31-82	0.5 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC