



**NUMBER:** 08-003-14

**GROUP:** Electrical

**DATE:** January 07, 2014

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-002. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**SUBJECT:**

Integrated Center Stack Missing Buttons

**OVERVIEW:**

This bulletin involves replacing the integrated center stack (ICS) bezel.

**MODELS:**

2014                                      WK                                      Grand Cherokee

**NOTE: This bulletin applies to vehicles built on or after July 20, 2013 (MDH 0720XX) and on or before October 7, 2013 (MDH 1007XX) Summit Edition (AAU) equipped with Front & Rear Park Assist (sales code XAG) and Forward Collision Warning (sales code LSR).**

**SYMPTOM/CONDITION:**

Summit Edition (sales code AAU) vehicles built with incorrect ICS, missing buttons for Front & Rear Park Assist (sales code XAG) and Forward Collision Warning (sales code LSR).

**DIAGNOSIS:**

Prior to completing this RRT refer to your VIN list or run a VIP on the day of repair to confirm coverage eligibility. Make sure eligibility is confirmed before proceeding with the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure under the terms of the warranty.

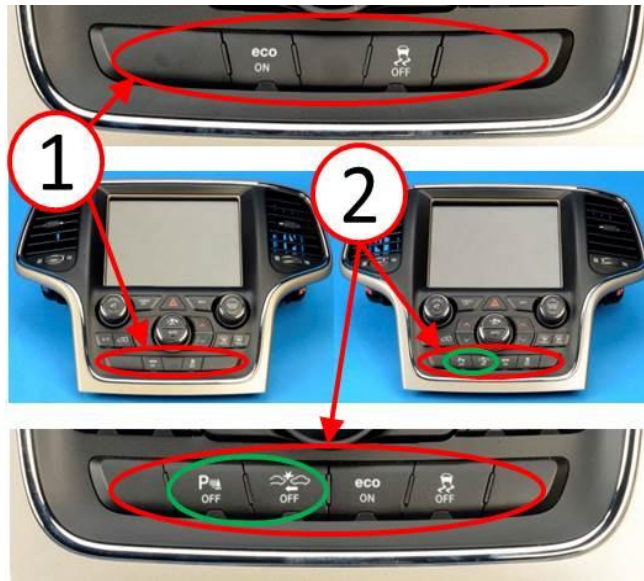
**PARTS REQUIRED:**

Qty.	Part No.	Description
1	05091842AF	Integrated Center Stack
1	5MT20DX9AA	OUTLET, Air Conditioning & Heater, Inboard (Center Right)

Qty.	Part No.	Description
1	5MT21DX9AA	OUTLET, Air Conditioning & Heater, Inboard (Center Left)

### REPAIR PROCEDURE:

1. Inspect the ICS button content for the Front & Rear Park Assist and Forward Collision Warning buttons (Fig. 1).
  - a. Buttons missing, only two buttons in lower row (1) >>> Proceed with Repair Procedure.
  - b. Buttons present, four buttons in lower row (2) >>> Repair Procedure does not apply, return vehicle to customer.



**Fig. 1 ICS Button Content Inspection**

- 1 - Buttons Missing - Replace ICS  
 2 - Buttons Present - Correct ICS

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2. Unpack the NEW ICS bezel (1) and HVAC outlets (2). Place ICS bezel face down on a clean padded surface. Determine the proper location of the HVAC outlets. HVAC outlets are labeled LH and RH (Fig. 2).



**Fig. 2 New ICS Components**

- 1 - ICS Bezel
- 2 - HVAC outlets

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3. Install one HVAC outlet at a time. Rotate the top ribs of HVAC outlet into the upper attachment features of ICS Bezel (Fig. 3).



**Fig. 3 HVAC Outlet Upper Attachment**

- 1 - Attachment Features
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4. Apply equal pressure with palm of hand to the bottom portion of the HVAC outlet (1) to engage the remaining HVAC outlet to ICS bezel (2) attachment features (Fig. 4).



**Fig. 4 HVAC Outlet Lower Attachment**

- 1 - HVAC outlet
  - 2 - ICS Bezel
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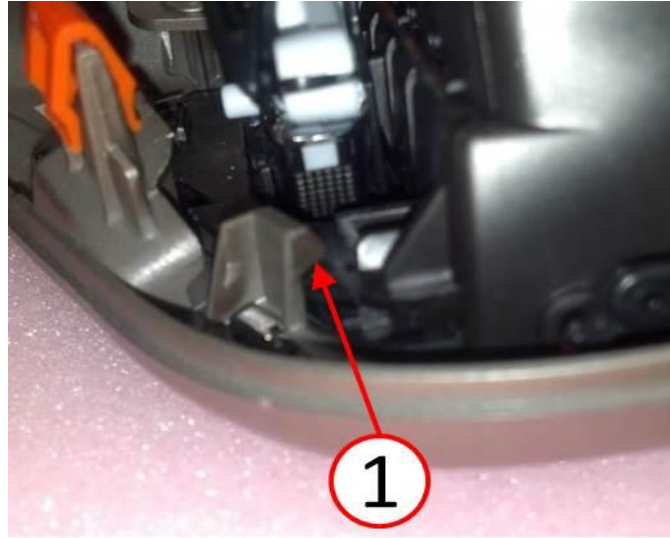
5. Ensure the lower inner corner of the HVAC outlet is properly attached (Fig. 5).



**Fig. 5 HVAC Outlet Lower Inner Corner Attachment**

- 1 - Attachment Feature
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6. Ensure the lower outer corner of the HVAC outlet is properly attached ([Fig. 6](#)).

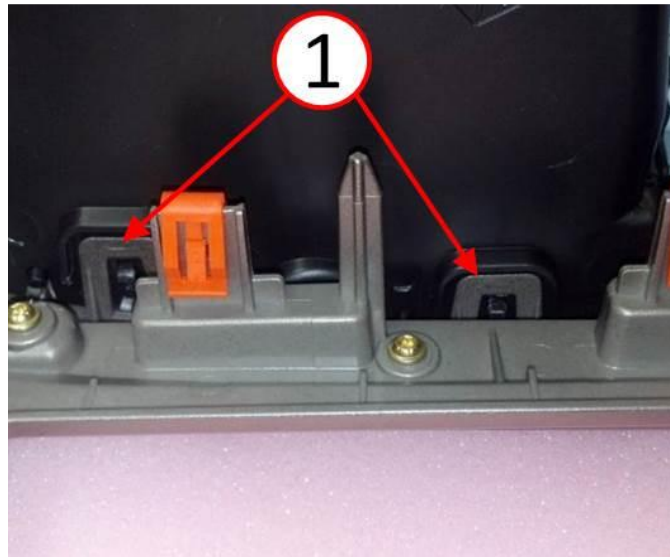


**Fig. 6 HVAC Outlet Lower Outer Corner Attachment**

1 - Attachment Feature

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7. Ensure the inner side edge of the HVAC outlet is properly attached ([Fig. 7](#)).

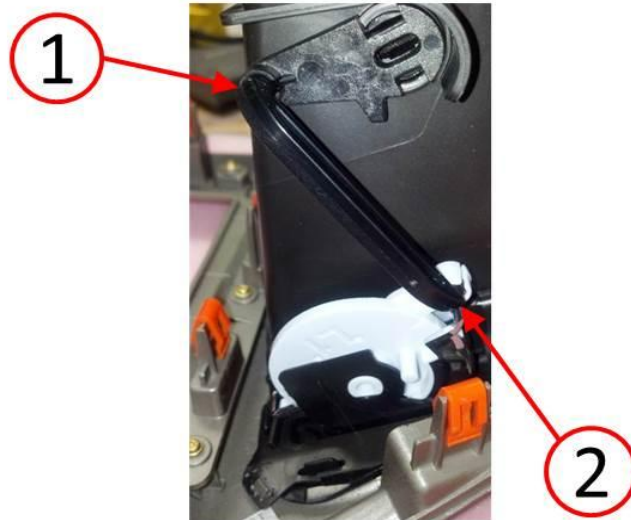


**Fig. 7 HVAC Outlet Inner Side Edge Attachment**

1 - Attachment Features

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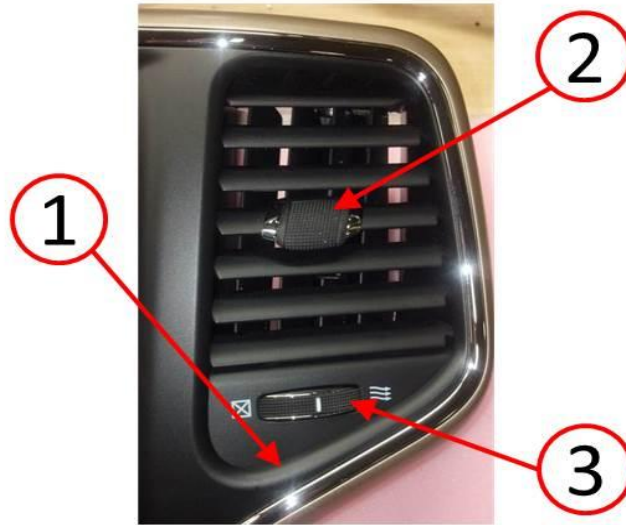
8. Ensure that the linkage arm is attached to the damper door lever (1) and the control-wheel (2) ([Fig. 8](#)).



**Fig. 8 HVAC Outlet Linkage Attachment**

- 1 - Damper Door Lever
- 2 - Control-Wheel

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9. Ensure there are no gaps between the ICS bezel and the HVAC outlet perimeter mating surface (1) (Fig. 9).
  10. Using the center-knob (2), cycle the air vanes up, down, and side to side to ensure they move freely (Fig. 9).
  11. Cycle the control-wheel (3) side to side while inspecting the damper door is functioning properly in open and closed positions (Fig. 9).

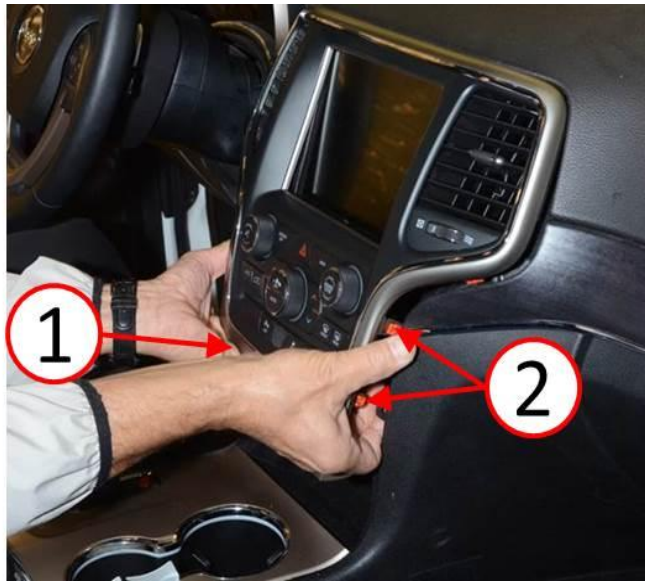


**Fig. 9 HVAC Outlet Installation And Function**

- 1 - HVAC Outlet Mating Surface
- 2 - Center-Knob
- 3 - Control-Wheel

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- 12. Repeat steps 3 through 11 for opposite side HVAC outlet installation to ICS bezel.
  - 13. Open console bin door and grasp bottom edge of ICS bezel (1) (Fig. 10).
  - 14. Pull firmly rearward to disengage the lower attachment clips (2) (Fig. 10).

**NOTE: Do not use a trim stick to remove the center stack as damage to instrument panel surface is possible.**



**Fig. 10 ICS Bezel Removal Lower**

- 1 - ICS Bezel
- 2 - HVAC Outlets

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15. Continue working around the ICS Bezel to disengage the remaining attachment clips on the right side and left side grasping inside the display screen opening ([Fig. 11](#)).

**NOTE: Verify that no damage has been done to wood appliques.**



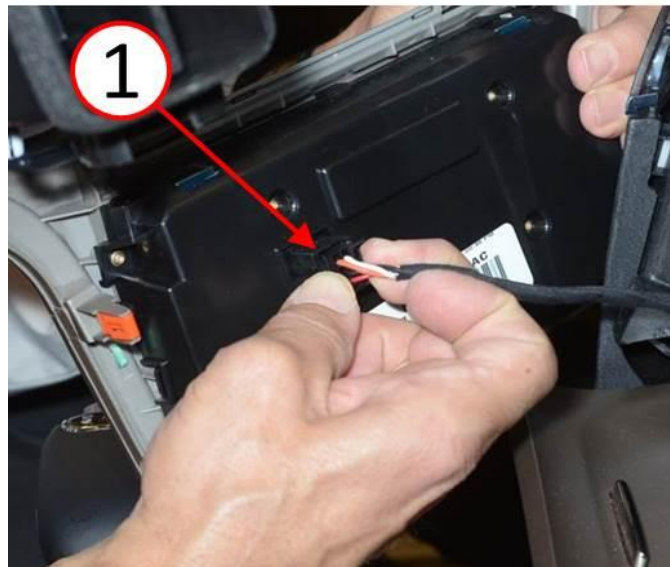


**Fig. 11 ICS Bezel Removal Upper**

1 - ICS Bezel

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- 16. Disconnect the electrical connector from the ICS ([Fig. 12](#)).
- 17. Connect the electrical connector to the NEW ICS ([Fig. 12](#)).



**Fig. 12 ICS Electrical Connector**

1 - Electrical Connector

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- 18. Gently wiggle the ICS bezel into place ensuring the HVAC outlets properly engage the HVAC ducts ([Fig. 13](#)).



**Fig. 13 ICS Bezel Installation**

1 - ICS Bezel

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19. Using both hands firmly push on the perimeter of the ICS bezel to fully engage the attachment clips (Fig. 14).

**NOTE: Verify that no damage has been done to wood appliques.**



**Fig. 14 ICS Bezel Installation**

1 - Plastic Injection Molding Flash Bump

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20. After seating the ICS bezel check for gaps around the perimeter to insure the ICS bezel is flush and properly installed to the instrument panel (Fig. 15).



**Fig. 15 ICS Bezel Installation Inspection**

1 - ICS Bezel Perimeter

- 21. Turn the vehicle to "Run" and perform a basic functional check operating the knobs and buttons to verify the ICS functions properly.
- 22. If ICS operates properly, repair is complete.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-11-23-90	Replace Integrated Center Stack Bezel (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
85-23-30-91	Inspect Only (0 - Unskilled)		\$5.00

**NOTE: Inspection fee is only applicable during the active RRT coverage and paid in US dollars.**

**FAILURE CODE:**

ZZ	Service Action
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