



**NUMBER:** 23-035-14

**GROUP:** Body

**DATE:** November 19, 2014

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-097. 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:**

Driver Door Lock Cylinder

**OVERVIEW:**

This bulletin involves replacing the driver door lock cylinder housing.

**MODELS:**

2015 (BU) Jeep Renegade (International Only)

**NOTE: This bulletin applies to vehicles built on or after October 01, 2014 (MDH 1001XX) and on or before October 28, 2014 (MDH 1028XX) NOT equipped with the Passive Entry/Keyless Go (Sales Code GXD).**

**SYMPTOM/CONDITION:**

The plastic cover of the driver door lock cylinder may be loose or fall off.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

**PARTS REQUIRED:**

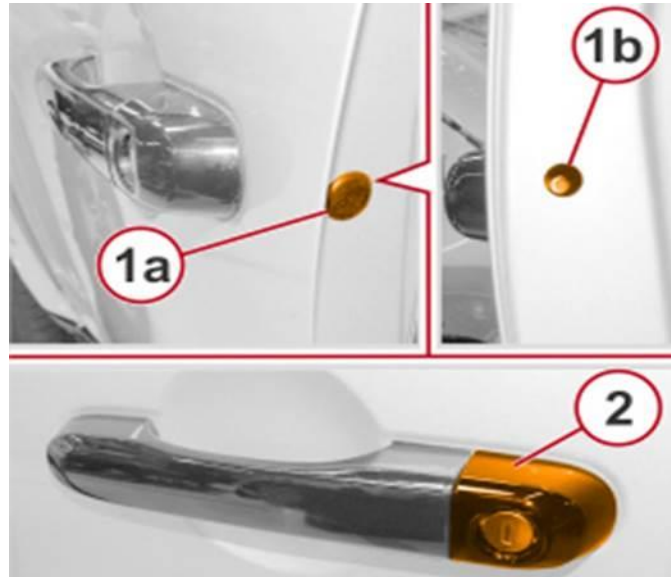
Qty.	Part No.	Description
1	71777767	Service Kit (cylinder housing + retention clip)

**NOTE: Only one Service Kit has to be ordered to complete the repair procedure. It is necessary to place a "Depannage" Order followed by a V.O.R (Vehicle Out of Road) Ticket in the Parts Request System to get the Service Kit.**

**REPAIR PROCEDURE:**

1. Remove the driver's side protective plug (Fig. 1).

- Using a Torx socket loosen the fixing screw (Fig. 1).



**Fig. 1 Driver Door Handle**

- 1 - 1a Protective Plug
- 2 - Screw
- 3 - Driver Door Lock Cylinder Cover

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**NOTE: The screw is right-hand type.**

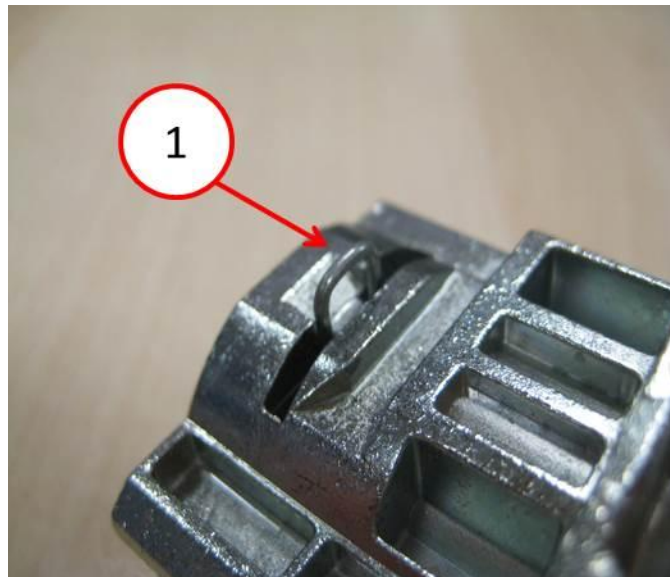
- Remove the driver door lock assembly.
- Separate the lock cylinder assembly (1) from the lock cylinder cover (2). Refer to (Fig. 2).



**Fig. 2 Driver Door Lock Assembly**

- 1 - Lock Cylinder Assembly
- 2 - Lock Cylinder Cover

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5. Use a screwdriver to remove the retention clip (1) securing the lock cylinder to its housing (Fig. 3).



**Fig. 3 Cylinder Retention Clip**

- 1 - Retention Clip

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6. Insert the ignition key into the lock cylinder (Fig. 4).



**Fig. 4 Lock Cylinder Assembly With The Key**

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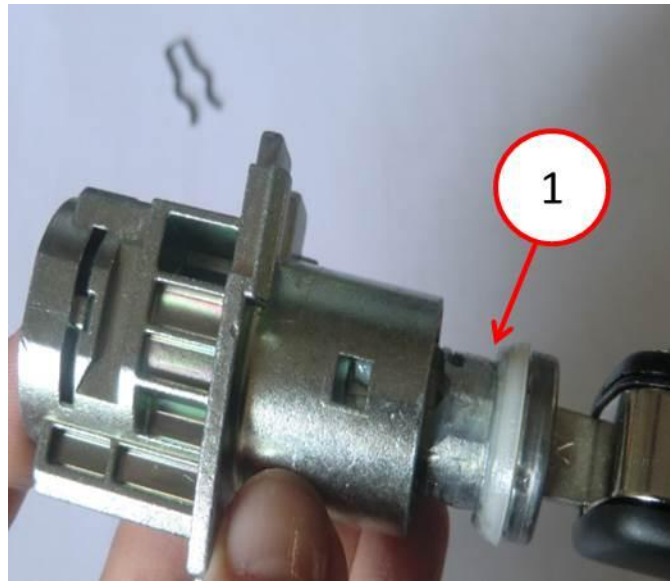
7. Turn the key to the releasing position as shown in (Fig. 5).



**Fig. 5 Lock Cylinder Assembly - Cylinder Releasing Position**

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8. Separate the lock cylinder (1) from its housing (Fig. 6).



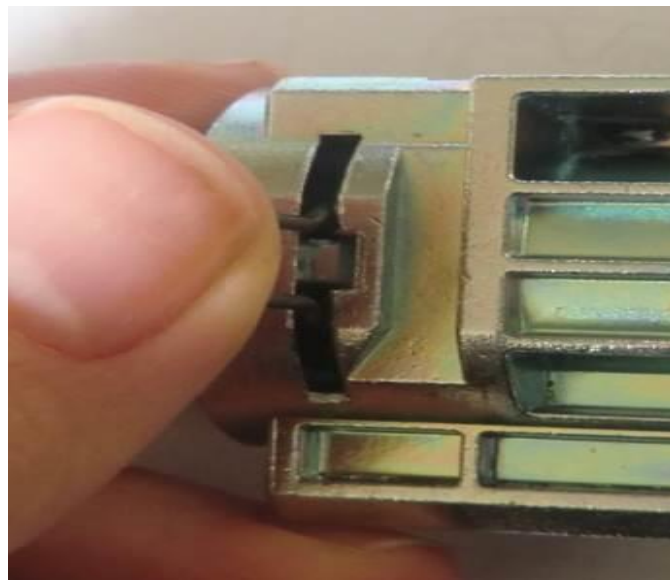
**Fig. 6 Lock Cylinder Removal**

1 - Lock Cylinder Removal

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**NOTE: Do not remove the key from the lock cylinder.**

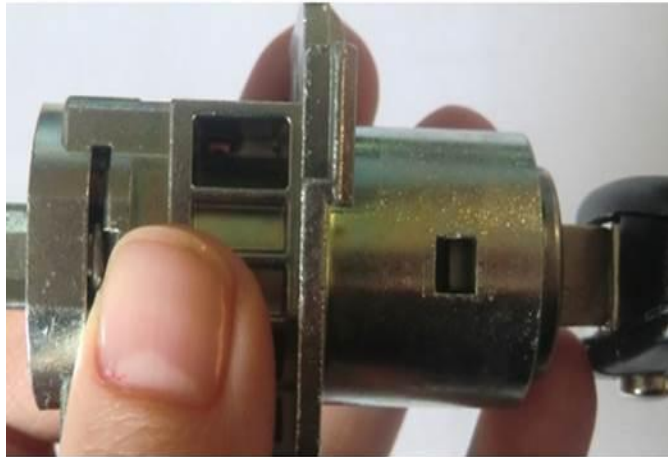
9. Fit the lock cylinder into the new housing.
10. Keeping the key cylinder in the releasing position, install the new retaining clip ([Fig. 7](#)).



**Fig. 7 Clip Installation**

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11. Keeping the cylinder in the released position, slightly pull the key to check if the cylinder is secured in the housing ([Fig. 8](#)).



**Fig. 8 Retention Test**

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12. Turn the key to the position shown in (Fig. 9).



**Fig. 9 Lock Cylinder Assembly - Cylinder Position**

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13. Snap the lock cylinder assembly into its cover.
  14. Reinstall the driver door lock assembly.
  15. Tighten the fixing screw.
  16. Reinstall the protective plug.
  17. Check the lock for correct operation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-41-05-99	Lock Cylinder- Replace Housing and Retention Clip (1 - Semi-Skilled)	6 - ELECTRICAL AND BODY SYSTEMS	0.3 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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