



**NUMBER:** 23-014-16

**GROUP:** Body

**DATE:** April 07, 2016

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-028. 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:***

Incorrect Jeep Emblem On Liftgate

***OVERVIEW:***

This bulletin involves inspecting and if necessary, replacing the affected Jeep emblem on the liftgate.

***MODELS:***

2016                      (WK)                      Jeep Grand Cherokee

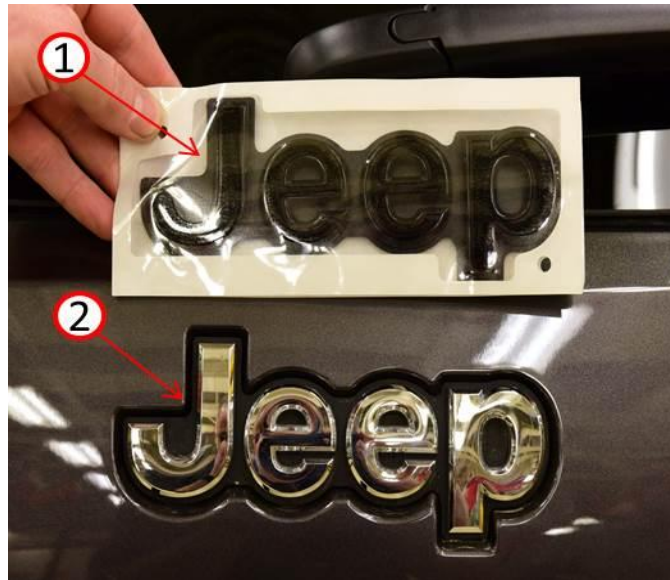
**NOTE: This bulletin applies to vehicles within the following markets/countries:  
NAFTA, LATAM.**

**NOTE: This bulletin applies to vehicles built on or after December 22, 2015 (MDH 1222XX) and on or before February 10, 2016 (MDH 0210XX) equipped with high altitude package (Sales Code AX2) and equipped with Jeep black gloss badging (Sales Code M1C).**

**SYMPTOM/CONDITION:**

The vehicle may have the incorrect Jeep emblem installed on the vehicle.

The liftgate may have a chrome emblem instead of high gloss black emblem.



**Fig. 1 Jeep Emblem Differences**

1 - Black Gloss Emblem (Correct)

2 - Chrome Emblem (Incorrect)

**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 listed above, perform the Repair Procedure.

**PARTS REQUIRED:**

| Qty. | Part No.   | Description     |
|------|------------|-----------------|
| 1    | 5UY60DX8AA | Badge, Liftgate |

**REPAIR PROCEDURE:**

1. If the vehicle has a (sales code of M1C) and the Jeep emblem is chrome on the liftgate, the emblem will need to be replaced.
2. Is the Jeep emblem on liftgate chrome?
  - a. YES>>> Replace the affected emblem as required. Proceed to [Step #3](#).
  - b. NO>>> The Jeep emblem is high gloss black which is correct ([Fig. 2](#)). This bulletin has been completed. Use LOP (23-03-08-9D) to close the active RRT.



**Fig. 2 Correct Emblem**

**CAUTION:** Do not exceed 52°C (120°F) when heating name plates, decals or body panels. Failure to follow this caution may result in damage to the name plates, decals and/or the vehicle paint finish.

**NOTE:** The exterior name plates are attached to the body with adhesive tape.

3. If temperature is below 21°C (70°F), warm emblem with a heat lamp/gun. Do not exceed 52°C (120°F) when heating emblem for removal ([Fig. 3](#)).



***Fig. 3 Heat Gun***

4. Using a trim removal tool or equivalent (Fig. 4), carefully remove the name plate or decal from the body panel, as necessary.



**Fig. 4 Trim Stick**

1 - Trim Stick

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5. Thoroughly clean all residue from the name plate attachment areas of the body.
6. Wipe the attachment areas with a clean, lint-free cloth, moistened with a 50% solution of water and alcohol. Wipe dry the areas immediately with a dry, lint-free cloth ([Fig. 5](#)).



***Fig. 5 Cleaning The Area***

**NOTE: If ambient temperatures are below 21°C (70°F), warm the name plate or decal and body panel with a heat lamp or gun to assure proper adhesion.**

7. Remove the protective covering from the back of the name plate and position the name plate onto the body.

**NOTE: To ensure proper name plate or decal adhesion, apply consistent and uniform pressure of approximately 40 p.s.i. over the entire surface of each name plate or decal (Fig. 6).**



***Fig. 6 Applying Pressure***



8. Remove the protective covering from the name plate (Fig. 7).



**Fig. 7 Removing Protective Cover**

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

| Labor Operation No: | Description                                    | Skill Category                  | Amount   |
|---------------------|--|---------------------------------|----------|
| 23-03-08-9D         | Nameplate Emblems - Inspect (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.0 Hrs. |

|             | Related   |  |        |
|-------------|---|--|--------|
| 95-23-03-52 | Handling Fee For Jeep Emblem Separation Inspection. |  | \$5.00 |

| Labor Operation No: | Description   | Skill Category                  | Amount   |
|---------------------|---|---------------------------------|----------|
| 23-03-08-9G         | Nameplate "Jeep" Emblem - Liftgate - Replace (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.2 Hrs. |

**FAILURE CODE:**

|    |                |
|----|----------------|
| ZZ | Service Action |
|----|----------------|