



NUMBER: 23-035-17

GROUP: 23 - Body

DATE: August 11, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-077. 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:

Right Rear Door Rattle

OVERVIEW:

This bulletin involves tightening the right rear door window motor to specifications.

MODELS:

2017 (KL) Jeep Cherokee

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

SYMPTOM/CONDITION:

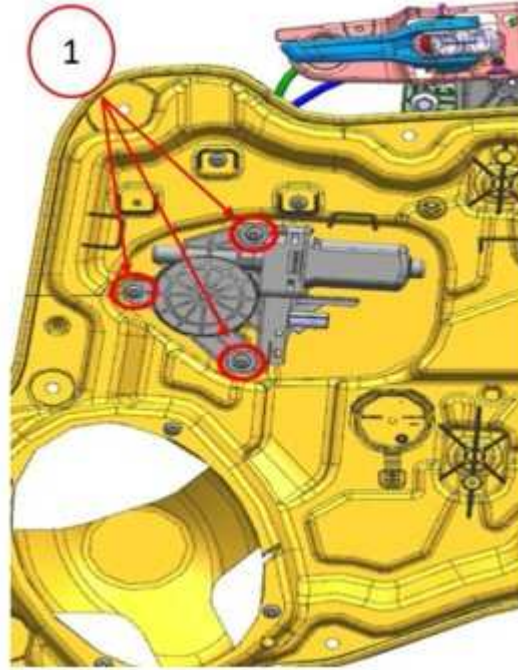
The customer may describe a rattle from the right rear door and/or a clicking when raising and lowering the right rear window.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

REPAIR PROCEDURE:

1. Remove the right rear door trim panel. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Doors - Rear/Panel, Rear Door Trim/Removal.
2. Tighten the window motor to 3.5 N·m (31 in lbs) (Fig. 1) .



**Fig. 1
Window Motor**

1 - Window Motor Fasteners

3. Install the right rear door trim panel. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 23 - Body/Doors - Rear/Panel, Rear Door Trim/Installation.
4. Verify proper operation of the window/switches after reassembly.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-52-20-97	Motor, Window - Tighten Mounting Fasteners to Specification (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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