



NUMBER: 23-017-19

GROUP: 23 - Body

DATE: May 23, 2019

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SUBJECT:

Rear Seat Back Squeak

OVERVIEW:

This bulletin involves lubricating the plastic overmold area on both rear seat latches.

MODELS:

2020 (JT) Jeep Gladiator

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

NOTE: This bulletin applies to vehicles built on or after April 01, 2019 (MDH 0401XX) and on or before May 06, 2019 (MDH 0506XX).

SYMPTOM/CONDITION:

Customers may experience the following:

- While driving a squeak can be heard coming from one or both rear seat latches.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|--------|----------|---|
| 1 (AR) | NPN | Door-Ease Solid Stick Lubricant or Equivelant |

NOTE: Door-Ease stick lubricant is a shop supply and is not reimbursable. Please review article KB0023465 for information pertaining to shop supply reimbursement policy.

REPAIR PROCEDURE:

1. Fold both rear seat backs down.
2. Apply solid stick lubricant to your finger or a cotton swap applicator.
3. Wipe the lubricant on the C-shaped plastic pieces of the latch frame (not the moving parts) (Fig. 1) .

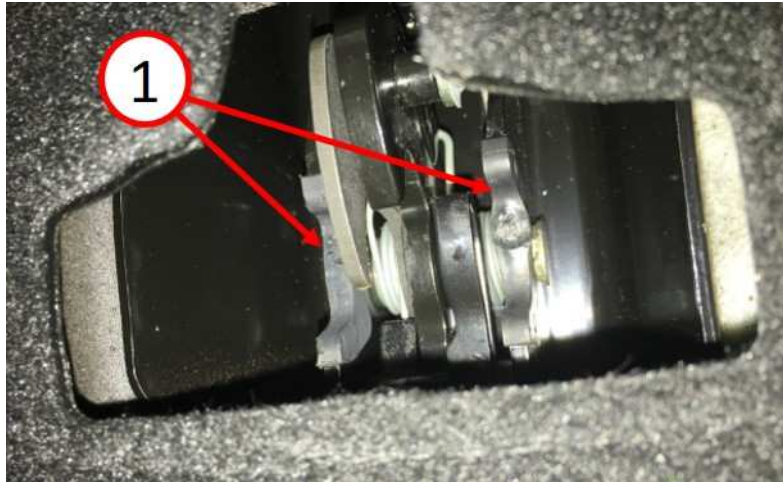


Fig. 1
Lubrication Points

1 - Plastic Piece Locations

4. Wipe the lubricant into the plastic around latch with a clean paper towel (Fig. 2) .



Fig. 2
Wiping Lubricant On Plastic

5. Repeat Steps 2-4 on other side seat back.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|--|---------------------------------|---------------|
| 23-41-60-92 | Latch, Folding Seat Back - Lubricate Rear Driver and Passenger Sides (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.2 Hrs. |

FAILURE CODE:

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