



NUMBER: 23-023-19

GROUP: 23 - Body

DATE: August 28, 2019

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-063, dated August 28, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:

Front Splash Shield Contacting Tire

OVERVIEW:

This bulletin involves replacing both the left and right front splash shields and rivets.

MODELS:

2020 (JT) Jeep Gladiator (Rubicon Only)

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

NOTE: This bulletin applies to vehicles built on or after March 14, 2019 (MDH 0314XX) and on or before May 29, 2019 (MDH 0529XX).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- One or both of the front splash shields are rubbing on the tires while driving over 88 kph (55 MPH), or with strong cross winds.
- Rattle noise can be heard from either front wheel area while driving.

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.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68299170AB	Front Right Splash Shield
1	68299171AB	Front Left Splash Shield
6	06506007AA	Rivets (three per splash shield)

REPAIR PROCEDURE:**NOTE: Re-use splash shield push pins.**

1. Replace both the left and right front splash shields with rivets. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body/Exterior/Shield, Splash, Front Wheelhouse/Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-02-09-97	Splash Shield, Front - Replace Both (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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