



NUMBER: 23-036-19

GROUP: 23 - Body

DATE: December 18, 2019

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SUBJECT:

Leather Instrument Panel (IP) Cover Delaminating - X81 Warranty Extension

OVERVIEW:

This bulletin involves replacing upper leather IP covers that have suffered delamination issues.

MODELS:

2011 - 2014 (WK) Jeep Grand Cherokee

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

SYMPTOM/CONDITION:

Customers may comment on the following:

- The upper leather IP cover is delaminating or separating.

DIAGNOSIS:

If the customer describes the symptom/condition listed (Fig. 1) , perform the Repair Procedure.

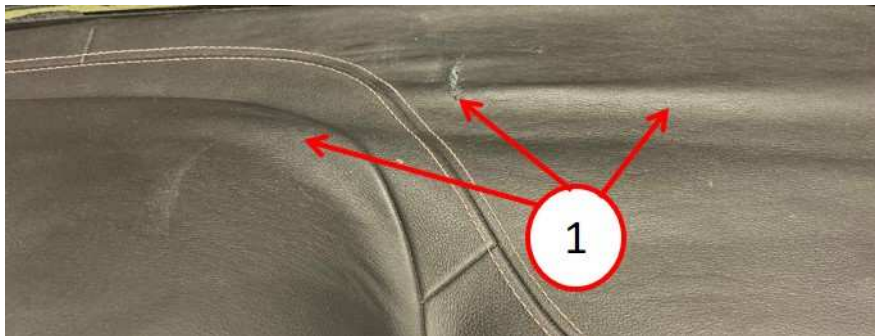


Fig. 1
IP Upper Cover Delamination

PARTS REQUIRED:

Qty.	Part No.	Description
1	06511907AA	Steering Wheel Bolt
1	6510206AA	Steering Column Intermediate Shaft Bolt
1 (AR)	1TP03DX9AA	IP Base Panel Overland and SRT8
1 (AR)	1TP03HL9AA	IP Base Panel Overland and SRT8
1 (AR)	1TP03JTLAA	IP Base Panel Overland and SRT8
1 (AR)	1TP031XTAA	IP Base Panel Overland and SRT8
1 (AR)	1TP25DX9AB	IP Base Panel Overland LHD
1 (AR)	1TP25HL9AB	IP Base Panel Overland LHD
1 (AR)	1TP25JTLAB	IP Base Panel Overland LHD
1 (AR)	5MC26DX9AB	IP Base Panel Overland RHD
1 (AR)	6TW85LS5AB	IP Base Panel Overland, Limited
1 (AR)	5QX861W1AB	IP Base Panel Overland
1 (AR)	5QX87HL1AD	IP Base Panel Overland
1 (AR)	5QX941X9AA	IP Base Panel Limited
1 (AR)	5QX951SFAA	IP Base Panel Limited
1 (AR)	5QY061DBAA	IP Base Panel SRT8
1 (AR)	5QY681DBAA	IP Base Panel SRT8 RHD
1 (AR)	5QZ301S5AA	IP Base Panel Limited RHD

NOTE:

- **Attention parts managers. Look up part numbers in StarParts and view pictures (media), in order to verify the correct color upper IP cover needed by vehicle.**
- **This service bulletin does not cover replacement of all covers. Only replace upper IP covers showing delamination issues.**

REPAIR PROCEDURE:

CAUTION! This bulletin requires digital imaging and pre-approval. Failure to capture digital images and obtain pre-approval may result in the claim being denied.

NOTE: A new steering wheel bolt must be used for the Repair Procedure.

1. Were digital photos taken of the VIN, IP cover at both A-pillars, IP cover damage and the entire width of IP cover submitted and approval given?
 - YES>>> Proceed to [Step 2](#) of the Repair Procedure.
 - NO>>> Take photos of the VIN, IP cover at both A-pillars, IP cover damage and the entire width of IP cover and submit for approval.
2. Replace the upper IP cover. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 23 - Body/Instrument Panel/Cover, Instrument Panel/Removal/Installation.

POLICY:

Vehicles included in this Service Bulletin have a warranty extension to a 6 month warranty period for this repair. See Warranty Bulletins: U.S. D-19-29, Canada SAB 2019-22 and Mexico CAS-044-19 for details associated with the warranty extension.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-11-14-9B	Instrument Panel, Upper - Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	3.5 Hrs.



Fig. 2
Entire Width Of IP Cover For Claim Submittal

NOTE:

- To obtain pre-approval for this Repair Procedure, submit digital photos of the VIN, IP cover at the A-pillars, IP cover damage (Fig. 1) and an entire width of the IP cover (Fig. 2) .
- Submit all digital photos to the following email address:
x81digitalimagingapproval@fcagroup.com

FAILURE CODE:

ZZ	Service Action
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