

NUMBER: 23-011-20

GROUP: 23 - Body

DATE: February 18, 2020

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SUBJECT:

Rubicon Front Seat Back Panel Loose

OVERVIEW:

This bulletin includes inspecting, reattaching and if needed replacing the front seat back panel(s).

MODELS:

2018 - 2020	(JL)	Jeep Wrangler
2020	(JT)	Jeep Gladiator

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

NOTE: This bulletin applies to Rubicon vehicles built on or before October 24, 2019 (MDH 1024XX) equipped with Leather Trimmed Bucket Seats (Sales Code *AL) or Prem Cloth Low-Back Bucket Seats (Sales Code *D5).

SYMPTOM/CONDITION:

Customers may comment on the following:

- Front seat back panel is loose.
- Front seat back panel fell off.
- Gap between the seat back and seat assembly, (Fig. 1) .



Fig. 1
Gap Between Seat Back and Panel

PARTS REQUIRED:

NOTE: A new seat back panel will come with new retaining clips. New retaining clips are only needed if the old clips are bent or broken.

Qty.	Part No.	Description
2 (AR)	68510248AA	Retaining Clips, Seat Panel
1	6CD99TX7AC	Rear Panel, Front Seat

DIAGNOSIS:

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

REPAIR PROCEDURE:

NOTE: Perform the repair procedure on one or both of the front seat back panels that are loose.

1. Remove the loose seat back panel(s). Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, First Row / Panel, Seat Back, Front / Removal.
2. Inspect the seat back panel for loose or broken mounting tabs (Fig. 2) .

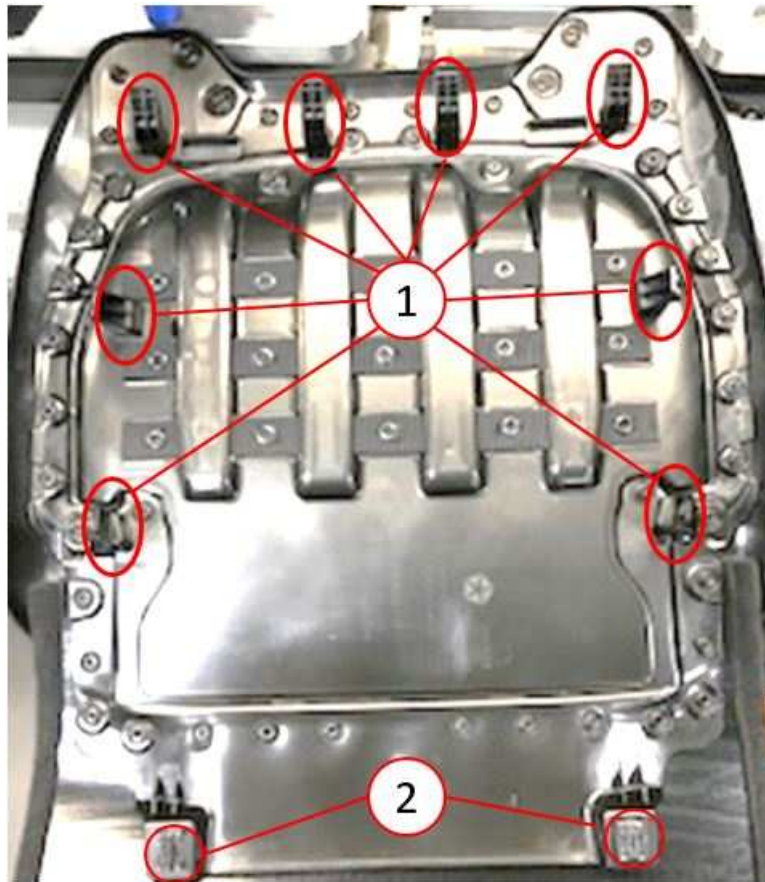


Fig. 2
Seat back Panel

- 1 - Eight Mounting Tabs
2 - Two Retaining Clips/Screws

- 3. Are any of the mounting tabs missing or broken?
 - YES>>> Replace the seat back panel. Proceed to [Step 6](#).
 - NO>>> Proceed to [Step 4](#).
- 4. Check if the retaining clips are bent or broken ([Fig. 2](#)) .
- 5. Are any bent or broken retaining clips found?
 - YES>>> Replace both retaining clips and proceed to [Step 6](#).
 - NO>>> Reinstall the seat back panel. Proceed to [Step 6](#).

NOTE: When installing the seat back panel, push up on the panel and make sure the retaining clips are properly seated in the seat back before tightening the retaining screws.

- 6. Install the front seat back panel. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, First Row / Panel, Seat Back, Front / Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-34-94	Front Seat, Back Panel - Replace One Side (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
23-20-34-95	Front Seat, Back Panel - Replaced Both Sides (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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