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This bulletin supersedes Technical Service Bulletin 23-001-20 REV. C, dated August 11th, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an updated parts table.**

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.

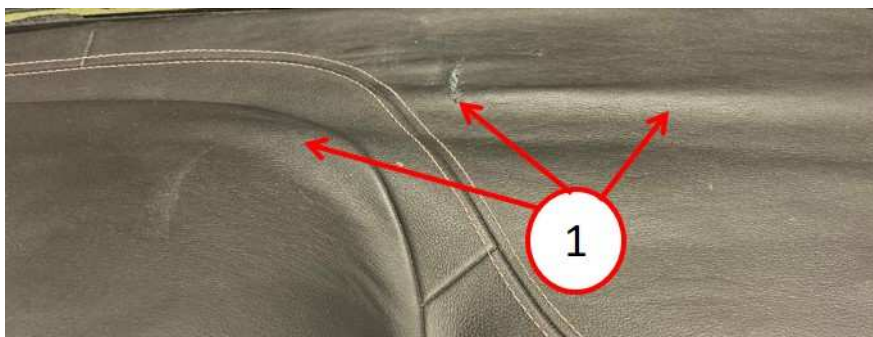


Fig. 1
IP Upper Cover Delamination

PARTS REQUIRED:

Qty.	Part No.	Description
1	06511907AA	Steering Wheel Bolt
1	6510206AA	Steering Column Intermediate Shaft Bolt

Qty.	Campaign Part No. (Use these part numbers to order parts)	Reference Part No. (DO NOT ORDER PART NUMBERS)	Description
1 (AR)	CXBEX811AA	1TP03DX9AA **or 1TP03XDBAA**	IP Base Panel Overland and SRT8
1 (AR)	CXBEX812AA	1TP03HL9AA	IP Base Panel Overland and SRT8
1 (AR)	CXBEX813AA	1TP03JTLAA	IP Base Panel Overland and SRT8
1 (AR)	CXBEX814AA	1TP031XTAA	IP Base Panel Overland and SRT8
1 (AR)	CXBEX815AA	1TP25DX9AB	IP Base Panel Overland **RHD**
1 (AR)	CXBEX816AA	1TP25HL9AB	IP Base Panel Overland **RHD**
1 (AR)	CXBEX817AA	1TP25JTLAB	IP Base Panel Overland **RHD**
1 (AR)	CXBEX818AA	5MC26DX9AB	IP Base Panel Overland RHD
1 (AR)	CXBEX819AA	6TW85LS5AB	IP Base Panel Overland, Limited
1 (AR)	CXBEX81AAA	5QX861W1AB	IP Base Panel Overland
1 (AR)	CXBEX81BAA	5QX87HL1AD	IP Base Panel Overland
1 (AR)	CXBEX81CAA	5QX941X9AA	IP Base Panel Limited
1 (AR)	CXBEX81DAA	5QX951SFAA	IP Base Panel Limited
1 (AR)	CXBEX81EAA	5QY061DBAA	IP Base Panel SRT8
1 (AR)	CXBEX81FAA	5QY681DBAA	IP Base Panel SRT8 RHD
1 (AR)	CXBEX81GAA	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. Use the campaign part numbers to order parts.
- This service bulletin does not cover replacement of all covers. Only replace upper IP covers showing delamination issues.

REPAIR PROCEDURE:

CAUTION! This bulletin requires a unique pre-approval process. Failure to capture digital photos and obtain pre-approval through the process noted below may result in the claim being denied.

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



Fig. 2
Entire Width Of IP Cover For Claim Submittal

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.

FAILURE CODE:

ZZ	Service Action
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