



**NUMBER:** 23-001-20 REV. C

**GROUP:** 23 - Body

**DATE:** August 11, 2020

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**This bulletin supersedes Service Bulletin 23-001-20 REV. B, dated March 31, 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.**

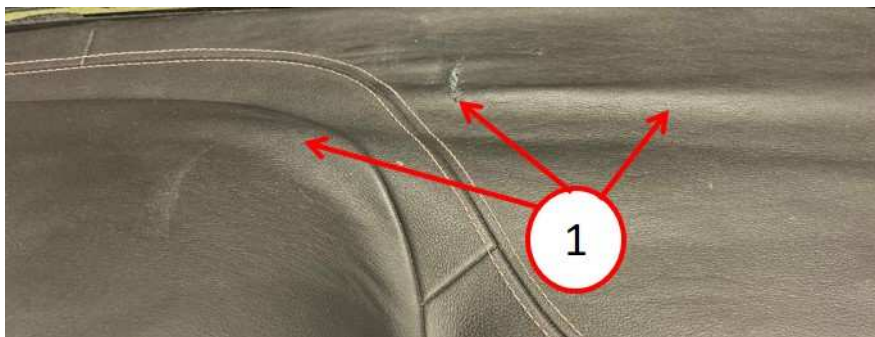
**SYMPTOM/CONDITION:**

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.<br>(Use these part numbers to order parts) | Reference Part No. (DO NOT ORDER PART NUMBERS) | Description                     |
|--------|--|--|---------------------------------|
| 1 (AR) | CXBEX811AA   | 1TP03DX9AA                                     | 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<br>**or<br>1TP03XDBAA**             | IP Base Panel Overland and SRT8 |
| 1 (AR) | CXBEX815AA   | 1TP25DX9AB                                     | IP Base Panel Overland LHD      |
| 1 (AR) | CXBEX816AA   | 1TP25HL9AB                                     | IP Base Panel Overland LHD      |
| 1 (AR) | CXBEX817AA   | 1TP25JTLAB                                     | IP Base Panel Overland LHD      |
| 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<br>(1 - Semi-Skilled) | 6 - Electrical and Body Systems | 3.5 Hrs. |

**FAILURE CODE:**

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