



NUMBER: 23-021-20

GROUP: 23 - Body

DATE: August 20, 2020

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-046, August 20, 2020. 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:

A-Pillar Water Leak

OVERVIEW:

This bulletin involves partially removing both front wheel liners and adding spray foam near the body load beam ends, on each side of the vehicle.

MODELS:

2020 (KL) Jeep Cherokee

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

NOTE: This bulletin applies to vehicles built on or after January 27, 2020 (MDH 0127XX) and built on or before January 30, 2020 (MDH 0130XX).

SYMPTOM/CONDITION:

Customers may comment on the following:

- Wet front carpets inside the cabin near the driver, passenger or both, front floor A-pillar areas.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

PARTS REQUIRED:

Qty.	Part No.	Description
1	NPN	DOW FROTH-PAK 12 Sealant Spray Foam – 308900-1

NOTE: One Froth-Pak Kit per vehicle will be used for this Repair Procedure. Product is available through multiple sources, check your local home improvement store, insulation wholesaler and online sources.

REPAIR PROCEDURE:

NOTE: The Repair Procedure must be completed for both the front driver and passenger sides of the vehicle.

1. Raise and support the vehicle. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 04 - Vehicle Quick Reference/Hoisting/Standard Procedure.
2. Remove the three rear push pins from the splash shield (Fig. 1) .



Fig. 1
Rear Push Pins Removed

1 - Three Rear Push Pin Holes

3. Pull down the splash shield to have access to the load beam inner to cowl plenum (Fig. 2) .

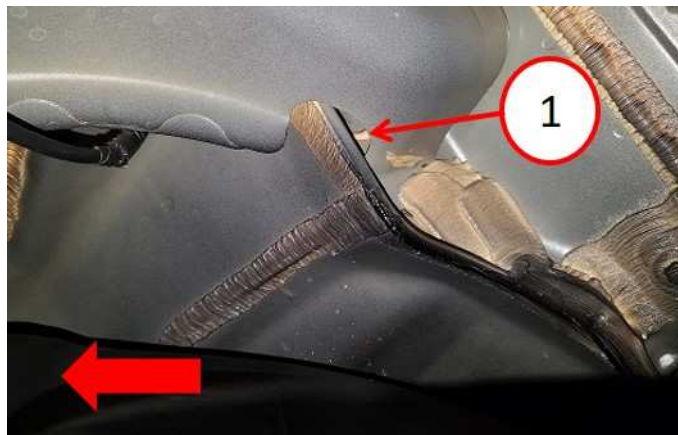


Fig. 2
Body Load Beam End

1 - Cavity To Fill With Foam (Large Arrow - Front Of Vehicle)

4. Apply foam sealant for around eight seconds or until the cavity is full (Fig. 3) .



Fig. 3
Applying The Foam To The Cavity

- 5. Push the splash shield back into place.
- 6. Install the three push pins on the splash shield.
- 7. Lower the vehicle.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-50-01-9P	Seal Inner Load Beam to Cowl Plenum - Left and Right Side (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.4 Hrs.

PARTS REIMBURSEMENT DETAIL:

Qty.	Part No.	Description
1	NPN	DOW FROTH-PAK 12 Sealant Spray Foam – 308900-1

FAILURE CODE:

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