



NUMBER: 08-053-21

GROUP: 08 - Electrical

DATE: March 31, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-040, date of issue March 31, 2021. 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. This RRT will expire 18 months after the date of issue.

SUBJECT:

Mirror SOS and Assist Buttons Inoperative

OVERVIEW:

This bulletin involves replacing the headliner to correct an issue with a missing wiring harness secured to the headliner.

MODELS:

2020 (WK) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or after October 21, 2019 (MDH 1021XX) and built on or before June 08, 2020 (MDH 0608XX).

SYMPTOM/CONDITION:

Customers may experience the following:

- The SOS and Assist buttons on the rearview mirror do not work.

NOTE: If the vehicle does not have an active SiriusXM Guardian™ subscription this feature will not activate. This repair is to have the SOS and Assist system working so when the subscription is active it will work properly.

DIAGNOSIS:

Using a Scan Tool (wiTECH 2) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

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	6UJ33DX9AA	Headliner - Black (Base)
1	6UJ34DX9AA	Headliner - Black (Power Sunroof)
1	6UJ33HL1AA	Headliner - Black/Lt. Front Beige (Base)
1	6UJ34HL1AA	Headliner - Black/Lt. Front Beige (Power Sunroof)

REPAIR PROCEDURE:

1. Replace the headliner. Refer to the detailed service procedures available in DealerConnect/ Service Library under: 23 - Body / Interior / Headliner / Remove - Installation.
2. Place the ignition in the run position.
3. Using wiTECH, perform a restore vehicle configuration, under "Activities" menu and "Guided Diagnostic" tab.
4. Place the ignition in the off position, disconnect the wiTECH Micropod and open and close the driver door. This will allow all modules to go to sleep and should take about one minute.
5. Clear all DTCs that may have been set in any module due to reprogramming.

NOTE: If the vehicle does not have an active SiriusXM Guardian™ subscription this feature will not activate. This repair is to have the SOS and Assist system working so when the subscription is active it will work properly.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-45-9L	Replace Headliner and Restore Vehicle Configuration (1 - Semi-Skilled)	6 - Electrical and Body Systems	2.7 Hrs.

OPTION EQUIPMENT:

Labor Operation No:	Description	Skill Category	Amount
23-20-45-60	Overhead Console Equipped	6 - Electrical and Body Systems	0.2 Hrs.
23-20-45-62	Video System Equipped	6 - Electrical and Body Systems	0.1 Hrs.

FAILURE CODE:

ZZ	Service Action
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