



NUMBER: 23-001-21 REV. A

GROUP: 23 - Body

DATE: August 3, 2021

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This bulletin supersedes Technical Service Bulletin (TSB) 23-001-21, date of issue January 8, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include new RRT number to include both Sold and Unsold vehicles, build date and LOP.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) **21-107**, date of issue August 03, 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:

Rear Glass Prop Rod Failure

OVERVIEW:

This bulletin involves inspecting the rear backlite prop rod Julian dates and possibly replacing both prop rods.

MODELS:

2020 (JL) Jeep Wrangler

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

NOTE: This bulletin applies to vehicles built on or after **June 29, 2020 (MDH 0629XX)** and on or before **July 15, 2020 (MDH 0715XX)**** equipped with **Black 3-Piece Hard Top (Sales Code HT1)**, **Body Color 3-Piece Hard Top (Sales Code HT3)** or **Sky One-Touch Power Top (Sales Code STJ)**.**

SYMPTOM/CONDITION:

Customer may comment on the following:

- Rear glass fails to stay in the open position (prop rods will not support glass).

DIAGNOSIS:

If a VIN is listed in VIP or your RRT VIN list, perform the inspection procedure. **This RRT only applies to vehicles on the RRT VIN list.**

1. Open the rear backlite and inspect both rear glass prop rod Julian dates (Fig. 1) .



Fig. 1
Rear Prop Rod Julian Date

2. Are the Julian dates on the metal cylinders (Fig. 1) one of the following: **169/20, 174/20 or 176/20?**
 - YES>>> Replace the rear backlite prop rods. Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use inspection LOP ****(23-40-29-98)**** to close the active RRT.

PARTS REQUIRED:

Qty.	Part No.	Description
2 (AR)	68282670AA	Prop, Gas

REPAIR PROCEDURE:

1. Replace both rear backlite prop rods. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Decklid/Hatch/Liftgate/Tailgate/Swing Gate / Prop, Gas, Backlite / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**23-40-29-98	Prop Rod, Liftgate - Inspect Both Sides (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-40-29-99	Prop Rod, Liftgate - Inspect and Replace Both Sides (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.**

FAILURE CODE:

ZZ	Service Action
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