



**NUMBER:** 23-024-21

**GROUP:** 23 - Body

**DATE:** July 9, 2021

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**This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 21-090, date of issue July 09, 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:**

Driver Side Freedom Panel Squeaks

**OVERVIEW:**

This bulletin includes removing the left Freedom Panel, drilling out the receiver bracket hole and applying grease in the bracket hole for a squeak condition.

**MODELS:**

2021	(JL)	Jeep Wrangler
2021	(JT)	Jeep Gladiator

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

**NOTE:** This bulletin applies to the following:

- JL vehicles built on or after February 26, 2021 (MDH 0226XX) and on or before March 22, 2021 (MDH 0322XX) equipped with a Black 3-Piece Hard Top (Sales Code HT1), a White 3-Piece Hard Top (Sales Code HT2) or a Body Color 3-Piece Hard Top (Sales Code HT3).
- JT vehicles built on or after March 12, 2021 (MDH 0312XX) and on or before March 22, 2021 (MDH 0322XX) equipped with a Black 3-Piece Hard Top (Sales Code HT1) or a Body Color 3-Piece Hard Top (Sales Code HT3).

**SYMPTOM/CONDITION:**

Customers may comment on one or more of the following:

- The left Freedom Panel squeaks when driving on rough roads.

**PARTS REQUIRED:**

Qty.	Part No.	Description
(AR)	NPN	NLGI Grade 2 White Silicone Grease

**SPECIAL TOOLS/EQUIPMENT REQUIRED:**

Equipment	Description
10mm (25/64 in.) Diameter	Drill Bit
12mm (1/2 in.) Diameter	Countersink Drill Bit

**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.**

**REPAIR PROCEDURE:**

1. Remove the driver side Freedom Panel. Turn the three L-shaped locks on the left side panel (one at the front, the rear and outside) (Fig. 1) , unlocking the panel from the body.

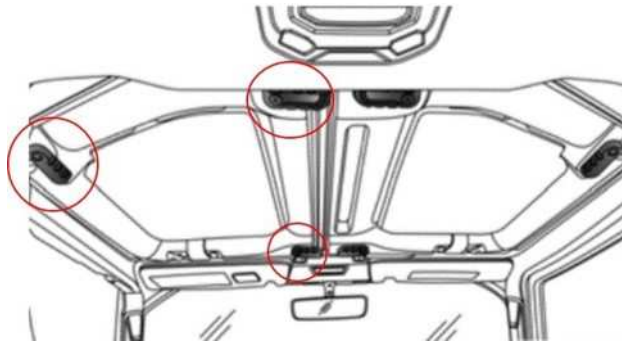


Fig. 1  
L-Shaped Locks

2. Fold down the sun visor and unlatch the left side header panel latch, located at the top of windshield (Fig. 2) .

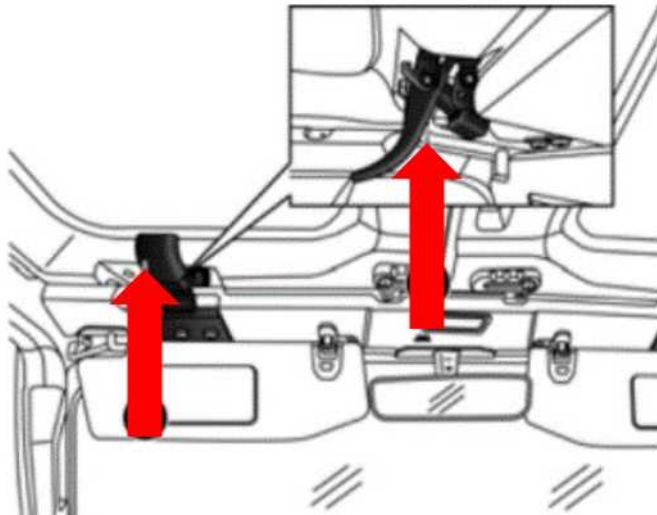


Fig. 2  
Header Panel Latch

3. Remove the driver side Freedom Panel from the top of vehicle and set it aside.

**NOTE: Prepare a drill with a 10 mm (25/64 in.) and 12 mm (1/2 in.) drill bits before this step.**

4. While sitting in the driver seat, place a cloth or shop towel on your lap to catch any falling drill debris (Fig. 3) .



**Fig. 3**  
**Cloth Or Shop Towel**

5. Using a drill and a **10 mm (25/64 in.)** diameter drill bit, insert the drill bit into the receiver bracket hole **from the bottom** and drill the hole for five seconds as perpendicular as possible (Fig. 4) .



**Fig. 4**  
**Drilling Hole From The Bottom**

6. Using a drill and a **12 mm (1/2 in.)** diameter countersink drill bit, drill **the top and bottom** of the receiver bracket hole to remove any sharp corners and burrs from the receiver bracket hole (Fig. 5) and (Fig. 6) .



**Fig. 5**  
**Countersink Drill Bit**



**Fig. 6**  
**Drilling Hole From The Top**

- Using an brush applicator and NLGI Grade 2 white silicone grease, apply grease through the top of the receiver bracket hole and on the sides of the bracket hole (Fig. 7) .



**Fig. 7**  
**Applying NLGI Grade 2 White Silicone Grease**

- Install the driver side Freedom Panel on the vehicle. Ensure vehicle is free of drill debris.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-50-59-90	Bracket, Freedom Panel - Drill, Deburr, and Apply Grease (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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**PART REIMBURSEMENT DETAIL:**

<b>Part No.</b>	<b>Description</b>
NPN	NLGI Grade 2 White Silicone Grease

**NOTE: NLGI Grade 2 White Silicone Grease will need to be claimed for \$1.00 USD per vehicle.**