



**NUMBER:** 23-010-22

**GROUP:** 23 - Body

**DATE:** March 10, 2022

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**This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-046, date of issue March 10, 2022. All applicable Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. This RSU will expire 18 months after the date of issue.**

***SUBJECT:***

Rear Windshield Wash Low Fluid Output / Inoperable

***OVERVIEW:***

This bulletin involves adjusting the rear wiper washer hose position.

***MODELS:***

2022 (WS) Grand Wagoneer/Wagoneer

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

**NOTE:** This bulletin applies to vehicles built on or after May 31, 2021 (MDH 0531XX) on or before October 22, 2022 (MDH 1022XX).

***SYMPTOM/CONDITION:***

Customers may comment on the following:

- The rear wiper wash is inoperative, or low fluid output.

***DIAGNOSIS:***

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

**REPAIR PROCEDURE:**

**NOTE: Check fluid level in the washer fluid reservoir and fill as necessary before proceeding.**

1. Cycle the rear washer spray. Does it have weak fluid output?
  - YES>>> Proceed to [Step 1](#)
  - NO>>> This bulletin has been completed, use inspect LOP (23-43-10-96) to close the active RSU.
1. Remove the D-Pillars. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 23 - Panel, D-Pillar Trim Removal and Installation.
2. Lower the headliner at the rear.
3. Adjust the washer hose to remove any kinks ([Fig. 1](#)) .



**Fig. 1**  
**Rear Washer Hose Kink**

4. Reposition the headliner at the rear.
5. Install the D-Pillars. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 23 - Panel, D-Pillar Trim Removal and Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-43-10-96	Hose, Washer (Rear) - Verify Proper Functionality (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-43-10-97	Hose, Washer (Rear) - Partially Lower Headliner to Reposition Hose (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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