



NUMBER: 23-038-22

GROUP: 23 - Body

DATE: September 21, 2022

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This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-173, date of issue September 21, 2022. All applicable Sold and Un-Sold RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.

SUBJECT:

Overhead Console To Headliner Gap

OVERVIEW:

This bulletin involves eliminating the gap between the overhead console and headliner.

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 August 02, 2021 (MDH0802XX) and on or before June 22, 2022 (MDH0622XX).

SYMPTOM/CONDITION:

The customer may describe the following:

- A rattle noise from the overhead console.
- Observe a gap at the headliner and overhead console.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the inspection.

1. Is there a gap between the overhead console and headliner (Fig. 1) ?



Fig. 1
Overhead Console Gap

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>>This bulletin is complete. Use Inspection LOP (23-14-02-95) to close this RSU.

REPAIR PROCEDURE:

1. Open the sunglass compartment and remove the two overhead console fasteners (Fig. 2) .

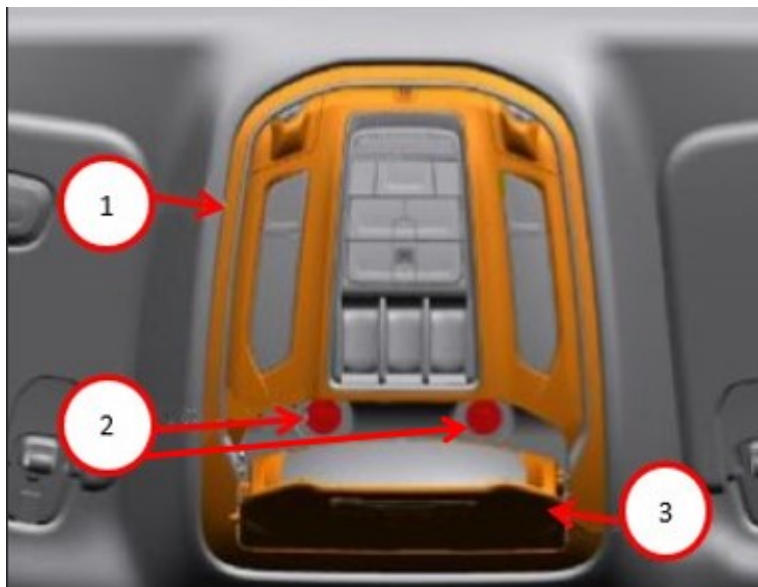


Fig. 2
Overhead Console

- 1 - Overhead Console
 - 2 - Fasteners
 - 3 - Sunglass Compartment
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- 2. Use a trim stick at the locations of the 3 metal clips to release the console from the roof structure (Fig. 3) .

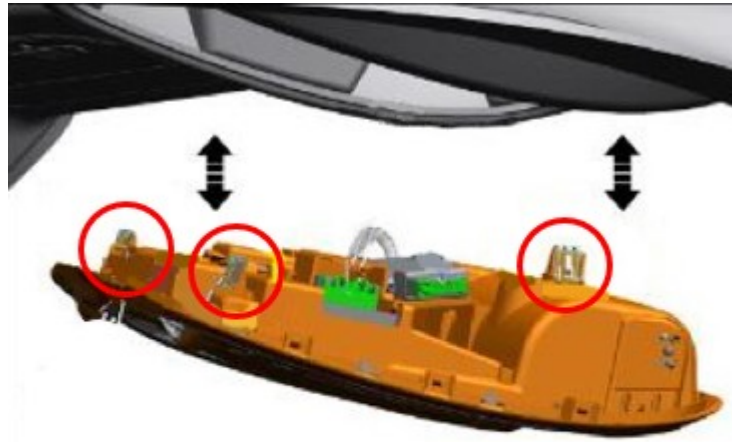


Fig. 3
Overhead Console Retainers

- 3. Inspect the metal retaining clips. Address any bent or damaged clips as needed.
- 4. Snapping the metal clips in first, install the overhead console, then install the two retaining fasteners.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-14-02-95	Gap, Overhead Console To Headliner - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-14-02-96	Gap, Overhead Console To Headliner - Inspect and Repair Attachment (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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