



NUMBER: 23-012-22

GROUP: 23 - Body

DATE: March 23, 2022

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SUBJECT:

Glove Box Hard To Close

OVERVIEW:

This bulletin involves replacing the glove box bumpers.

MODELS:

2019 - 2021

(WK)

Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or before November 02, 2021 (MDH 1001XX) and without Leather Wrapped Lower Panels (Sales Code CCB).

SYMPTOM/CONDITION:

Customers may comment on the following:

- The glove box is hard to close.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

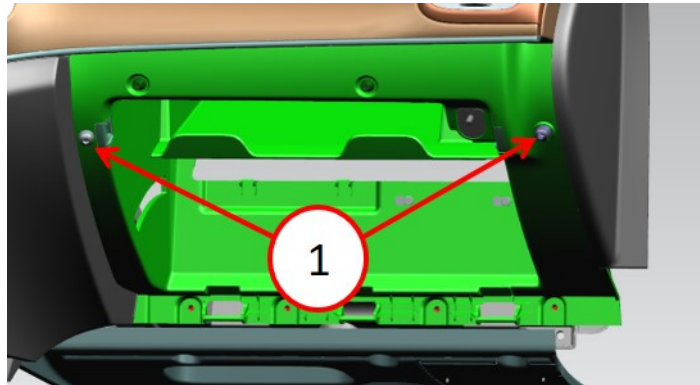
Qty.	Part No.	Description
2	68564481AA	Glove Box Door Bumper – Outboard Side

REPAIR PROCEDURE:

1. Open the glove box door.

NOTE: Do not replace all four glove box door bumpers. Only replace the two outboard side bumpers (Fig. 1) .

2. Replace the two outboard side glove box door bumpers (Fig. 1) by pulling the old off and pushing the new on.



**Fig. 1
Glove Box Door Outboard Side Bumpers**

3. Close the glove box door.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-41-43-9D	Bumper, Glove Box Door - Replace Left and Right Outboard Sides (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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