



NUMBER: 23-053-22

GROUP: 23 - Body

DATE: December 21, 2022

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-235, date of issue December 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:

Hard Key(s) Does Not Unlock Driver Door And Glove Box

OVERVIEW:

This bulletin involves replacing the hard keys and possibly recoding the lock cylinders.

MODELS:

2022 (WS) Wagoneer/Grand Wagoneer

NOTE: This bulletin applies to vehicles within the following market/country: North America

NOTE: This bulletin applies to vehicles built on or after June 08, 2022 (MDH0608XX) and on or before June 09, 2022 (MDH0609XX).

SYMPTOM/CONDITION:

Hard key(s) does not unlock driver door and/or glove box.

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.**

PARTS REQUIRED:

Qty.	Part No.	Description
2 (AR)	68519237AA	Blank Hard Key
1 (AR)	7JR42SD4AA	Door, Glove box Sea Salt/Black
1 (AR)	7JR42TX7AA	Door, Glove box Global Black
1 (AR)	68519241AA	Cylinder, Glove Box lock Assembly
1 (AR)	68519266AA	Cylinder, Door lock assembly

NOTE: New keys will need to be cut to match the vehicle key code found in DealerCONNECT.

REPAIR PROCEDURE:

NOTE: If the vehicle is SOLD and the technician does not have both key fobs with the hard keys, you must notify the customer that the spare key in the spare fob must be discarded and replaced with the new hard key for that fob.

1. Check key provided with vehicle. Does it operate the door lock and glove box lock cylinders?
 - Yes>>>This bulletin has been completed. Use Inspect LOP (23-41-05-93) to close the active RSU.
 - NO to one cylinder>>>Replace the cylinder that does not function and code it to match.
 - NO to both cylinders>>>Cut a key using what is recorded in DealerConnect.
2. Does the new cut key work in both locations?
 - YES>>>This bulletin has been completed. Use LOP (23-41-05-54) to close the active RSU.
 - NO>>> Proceed to [Step 3](#).
3. Replace both the glove box door and lock cylinder and/or door lock cylinder, coding tumblers to match what is recorded in DealerConnect.
4. Remove current door lock cylinder and install the new door lock cylinder. Refer to the detailed service procedures found in DealerCONNECT/Service Library under: 23 - Body / Doors - Front / Cylinder, Door Lock / Removal/Install.
5. Recode the lock cylinder to match vehicle key. Refer to the detailed service procedures found in DealerCONNECT/Service Library under: 08 - Electrical / 8Q - Vehicle Theft Security / Standard Procedure Coding A Lock Cylinder To Existing Key (Hi-Security).
6. Remove the current glove box door and replace with a new glove box door with lock cylinder. Refer to the detailed service procedures found in DealerCONNECT/Service Library under: 23 - Body / Instrument Panel / Cylinder, Glove Box Lock / Removal/Install.
7. Recode the lock cylinder to match vehicle key. Refer to the detailed service procedures found in DealerCONNECT/Service Library under: 08 - Electrical / 8Q - Vehicle Theft Security / Standard Procedure Coding A Lock Cylinder To Existing Key (Hi-Security)
8. Verify both keys works with the cylinder before reinstalling.

NOTE: If Cut key does not match what was provided with vehicle a second key needs to be cut and provided- discard the original hard keys.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-41-05-93	Inspect and Verify Lock Cylinders Work With Keys (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

RELATED LOP:

23-41-05-51	Door Lock Cylinder - Remove and Recode (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
23-41-05-52	Glove Box Lock Cylinder - Remove and Recode (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
23-41-05-54	Keys - Cut And Test (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------