



**NUMBER:** 23-049-22

**GROUP:** 23 - Body

**DATE:** November 18, 2022

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**This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-223, date of issue November 17, 2022. All applicable 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:**

Digital Rear View Mirror (DRVM) Camera Washer Nozzle Not Cleaning Rear View Camera

**OVERVIEW:**

This bulletin involves inspecting the DRVM camera washer system and possibly removing and rotating the washer nozzle 180 degrees.

**MODELS:**

2023 (WL) Jeep Grand Cherokee

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

**NOTE: This bulletin applies to vehicles built on or after August 08, 2022 (MDH 0808XX) and built on or before September 09, 2022 (MDH 0909XX).**

**SYMPTOM/CONDITION:**

The customer may experience the following:

- The liftgate DRVM camera washer nozzle is not cleaning the rear view camera.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RSU VIN list, perform the Inspection Procedure. **This RSU is only for vehicles on the RSU VIN list.**

1. Operate the liftgate DRVM camera washer.
2. Inspect the liftgate DRVM camera washer nozzle to verify the nozzle opening is pointed and spraying in the direction towards the DRVM camera, or driver side of the vehicle (Fig. 1) .

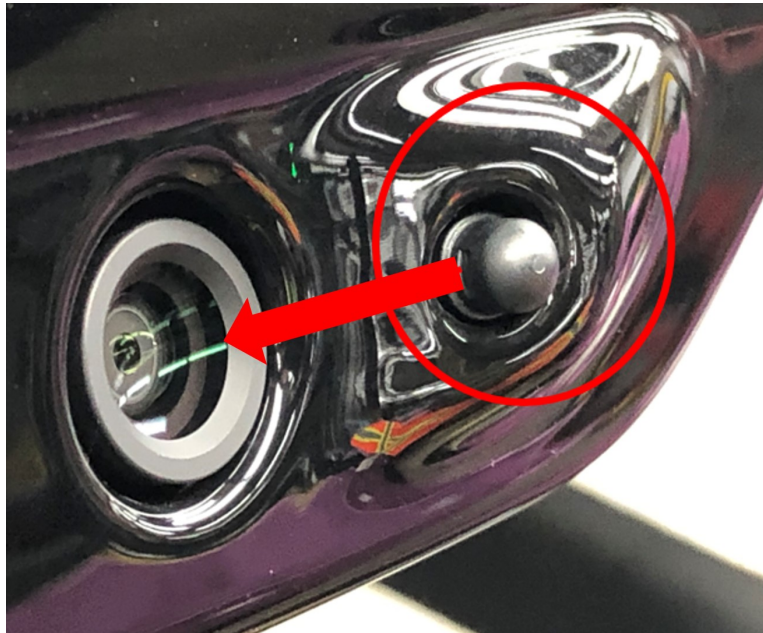


Fig. 1

**Camera Washer Nozzle Pointed In The Correct Direction**

3. Is the liftgate DRVM camera washer nozzle pointed and spraying in the direction towards the DRVM camera, or driver side of the vehicle (Fig. 1) ?
  - YES>>> This bulletin has been completed, use inspect LOP (23-43-20-9A) to close the active RSU.
  - NO>>> The liftgate DRVM camera washer nozzle is not pointed in the direction towards the camera. Proceed to [Step 1](#) of the Repair Procedure.

**REPAIR PROCEDURE:**

1. Remove the DRVM camera. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 08 - Electrical / 8B - Driver Assistance / Assistance System Components / Cameras / Removal.
2. Using needle nose pliers, squeeze the washer nozzle legs (Fig. 2) and remove the washer nozzle from the DRVM camera assembly.



Fig. 2

**Washer Nozzle Legs**

3. Rotate the nozzle 180 degrees and install the nozzle on the DRVM camera assembly.

**NOTE: It is not necessary to replace the spoiler attachment gaskets.**

- 4. Install the DRVM camera. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 08 - Electrical / 8B - Driver Assistance / Assistance System Components / Cameras / Installation.

**NOTE: The DRVM will need to be reset after installation. To reset the DRVM, press and hold the plus and minus (right and left menu adjust) buttons on the DRVM for 15 seconds ± 5 seconds.**

- 5. Operate the liftgate DRVM camera washer to verify the nozzle is spraying in the direction towards the DRVM camera (Fig. 1) .

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-43-20-9A	Digital Rear View Mirror (DRVM) Washer Nozzle Alignment - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-43-20-9B	Digital Rear View Mirror (DRVM) Washer Nozzle Alignment - Inspect and Reposition (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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