

Technical Service Bulletin (TSB)
Interior Rear Facing Camera Bezel is Loose and or Falls Out of Headliner

REFERENCE:	TSB: 23-010-23 GROUP 23 - Body	Date:	January 24, 2023	REVISION:	-
VEHICLES AFFECTED:	2021 - 2023 (WL) Jeep Grand Cherokee NOTE: This bulletin applies to vehicles built on or before October 10, 2022 (MDH 1010XX) equipped with an Interior Rear Facing Camera (Sales Code XPR).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> CH
				<input checked="" type="checkbox"/> EE	<input checked="" type="checkbox"/> IAP
				<input checked="" type="checkbox"/> SA	<input checked="" type="checkbox"/> MEA
CUSTOMER SYMPTOM:	Customers may comment on the following:				
	<ul style="list-style-type: none"> The interior rear facing camera (FamCam) bezel, is loose and/or falls out of headliner (Fig. 1) . 				
CAUSE:	Low retention force caused by retention clips at low end of tolerance.				



Fig. 1
Interior Rear Facing Camera Bezel

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-013, date of issue January 25, 2023. All applicable UnSold 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.

REPAIR SUMMARY:

This bulletin involves inspecting the interior rear facing camera bezel for looseness and possibly removing and adjusting the retention clips for better retention.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-20-09-90	Bezel, Interior Rear Facing Camera - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
08-20-09-91	Bezel, Interior Rear Facing Camera - Inspect and Repair (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	ZZ	Service Action	

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 Procedure.

1. Gently pull down on each corner of the interior rear facing camera bezel at all four retention clip locations (Fig. 2) .



Fig. 2
Four Retention Clip Locations

1 - Retention Clips

2. Were one or more retention clips (Fig. 2) found to be loose?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed. Use inspect LOP (08-20-09-90) to close the active RSU.

REPAIR PROCEDURE:

1. Remove the interior rear facing camera bezel from the headliner (Fig. 1) by pulling down on each corner of the bezel.
2. Using a flat blade tool, gently open the nose of the retaining clip out to 8 mm (0.31 in.) (Fig. 3) . **Perform this step on each of the four retaining clip noses.**

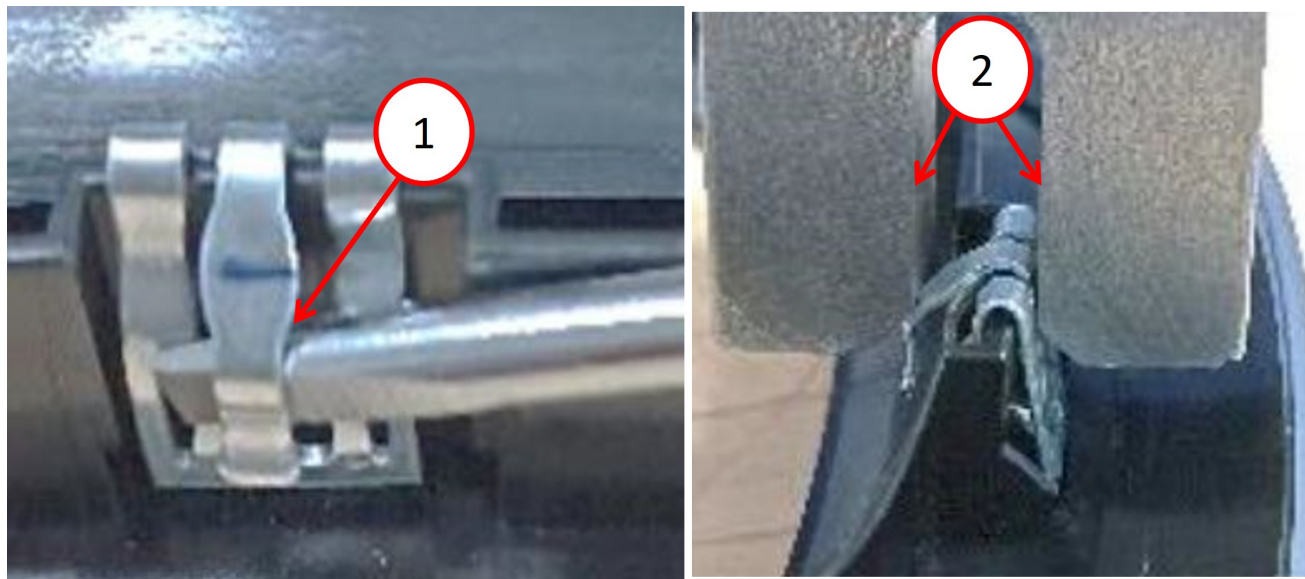


Fig. 3
Opening Retention Clip Nose And Gap

- 1 - Retention Clip
- 2 - 8 mm (0.31 in.) Clip Gap

3. Install the interior rear facing camera bezel on the headliner (Fig. 1) by pushing upward on each corner of the bezel. **Verify the bezel stays in place and is not loose.**

POLICY:

Reimbursable within the provisions of the warranty.

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