

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

<b>REFERENCE:</b>	<b>TSB:</b> 23-009-23 <b>GROUP</b> 23 - Body	<b>Date:</b>	January 24, 2023	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	<b>2022 - 2023 (WS) Grand Wagoneer/Wagoneer</b> <b>NOTE:</b> This bulletin applies to vehicles built on or before August 01, 2022 (MDH 0801XX) equipped with an Interior Rear Facing Camera (Sales Code XPR).		<b>MARKET APPLICABILITY:</b> <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		
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may comment on the following:</b> <ul style="list-style-type: none"> <li>The interior rear facing camera (FamCam) bezel, is loose and/or falls out of headliner (Fig. 1) .</li> </ul>				
<b>CAUSE:</b>	<b>Low retention force caused by retention clips at low end of tolerance.</b>				



**Fig. 1**  
**Interior Rear Facing Camera Bezel**

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-012, 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) .



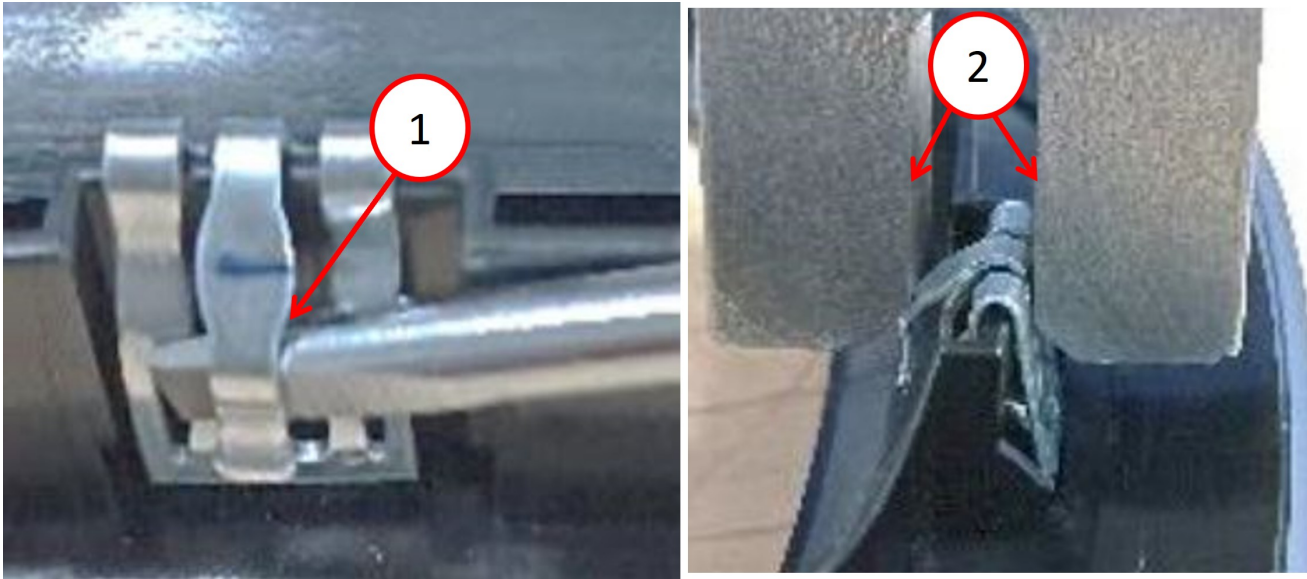
**Fig. 2**  
**Four Retention Clip Locations**

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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