

Technical Service Bulletin (TSB)
Second Row Armrest Cap Loose Or Missing

REFERENCE:	TSB: 23-012-23 GROUP 23 - Body	Date:	January 27, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 (WS) Grand Wagoneer/Wagoneer Built on or after March 8, 2021 (MDH0308XX) and on and before February 19, 2022 (MDH0219XX) equipped with Second Row Bucket Seats/Power Tip/Slide Recline (Sales Code CF5), Seven Passenger Seating (Sales Code CYE) and without Full Length Premium Floor Console (Sales Code CM5).	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	Second row armrest cap loose/missing.				
CAUSE:	<ul style="list-style-type: none"> Defective plastic plug. 				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-016, date of issue January 27, 2023. All applicable Sold and 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 and possibly replacing the arm rest cap.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-14-19-91	Second Row Armrest Cap - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-14-19-92	Second Row Armrest Cap - Inspect and Repair (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	6TM67SD4AA	RH/LH Armrest Plug	Sales Codes D7 with GL with CF5 with CYE without CM5
1 (AR)	6TM67TX7AA	RH/LH Armrest Plug	Sales Codes X7 with GL with CF5 with CYE without CM5

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

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 repair.

REPAIR PROCEDURE:

1. Check the gap between the armrest and plastic cap. Is there a gap? (Fig. 1)



Fig. 1
Checking Gap With Go-No-Go Gauge

- YES>>>Proceed to [Step 2](#).
 - NO>>>This bulletin has been completed, use inspect LOP (23-14-19-91) to close the active RSU.
2. Assure the cap is fully seated. Feeler gauge should show no gap between plastic cap and arm rest.
 3. If the gap remains after attempt to fully seat, replace cap.
 4. Verify any other customer seat concerns with the latest available bulletins. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the seat concerns.

POLICY:

Reimbursable within the provisions of the warranty.

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