



NUMBER: 23-011-23

GROUP: 23 - Body

DATE: January 27, 2023

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SUBJECT:

Front Floor Center Console Surface Feels Warm

OVERVIEW:

This bulletin involves removing the front center console and installing an insulator foam pad on top of the Center Console air duct.

MODELS:

2021 - 2022 (WL) Jeep Grand Cherokee/Grand Cherokee L

NOTE: This bulletin applies to vehicles within the following markets/countries: Enlarged Europe, India/Asia Pacific, Middle East/Africa, China and South America.

NOTE: This bulletin applies to vehicles equipped with ATC W/4 Zone Temp Control (Sales Code HAL) and/or ATC W/3 Zone Temp Control (Sales Code HAH).

SYMPTOM/CONDITION:

Customers may comment on the following:

- When the rear heat temperature is set at or near max hot output, the front center console's surfaces, first row and second row cup holders and storage bins are getting warm to the touch.

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 Diagnostic Trouble Codes (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 the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	68626851AA	Cover, Insulation

NOTE: No fasteners, clip or adhesive is needed to install the foam pad

REPAIR PROCEDURE:

1. Remove the front floor console. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Interior / Console, Floor / Removal.

NOTE: The air duct does not need to be removed.

NOTE: When installing the cover make sure not to cover the wire harness on the floor duct. The photos below show the covers already installed (purple in color) (Fig. 1) , (Fig. 2) and (Fig. 3) .

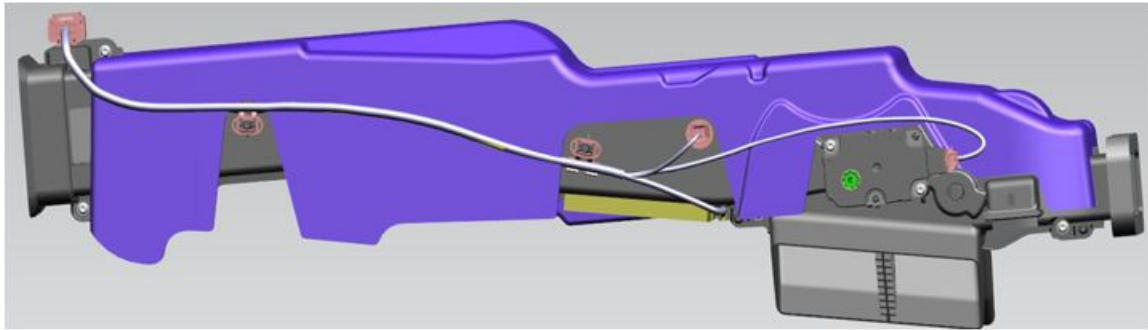


Fig. 1
Passenger's Side

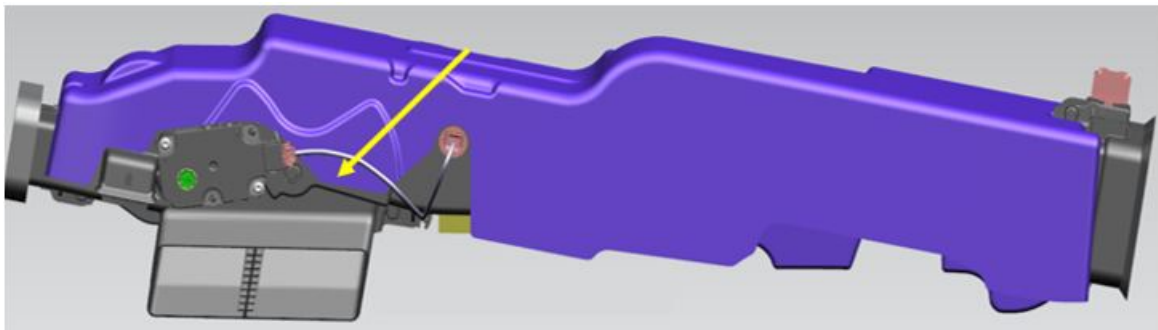


Fig. 2
Driver's Side

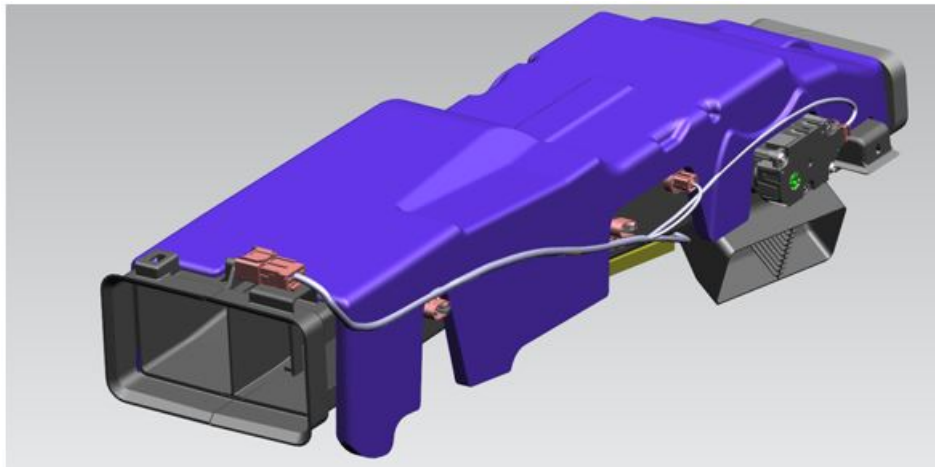


Fig. 3
Overview

2. Check if there is a wire harness retainer is properly attached to the underside of the console (Fig. 4) .



Fig. 4
Retainer Clip Not Attached

3. If retainer clip is not attached, peel off paper from adhesive and stick retainer clip to the underside of the console (Fig. 5) .

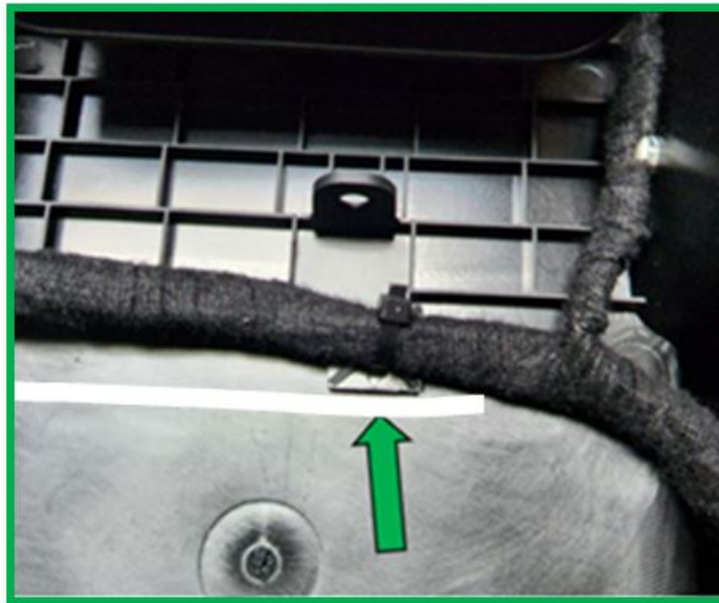


Fig. 5
Retainer Clip Properly Attached

4. Install the front floor center console. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Interior / Console, Floor / Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-14-05-91	Cover, Front Floor Air Duct, Install (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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