

Technical Service Bulletin (TSB)
Front Door Panel Noise When Closing

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|---------------------------|--|--------------|--------------|--|---|
| REFERENCE: | TSB: 23-056-23 GROUP 23 - Body | Date: | May 17, 2023 | REVISION: | — |
| VEHICLES AFFECTED: | 2022 - 2023 (MV) Jeep Compass This bulletin applies to vehicles built on and after March 24, 2023 (MDH 0324XX) and on and before April 5, 2023 (MDH 0405XX). | | | MARKET APPLICABILITY: <input type="checkbox"/> NA <input type="checkbox"/> CH <input checked="" type="checkbox"/> EE <input type="checkbox"/> IAP <input type="checkbox"/> SA <input checked="" type="checkbox"/> MEA | |
| CUSTOMER SYMPTOM: | Customers may comment on the following: <ul style="list-style-type: none"> Front door panel noise when closing front door(s). | | | | |
| CAUSE: | Front door panel mounting screw not tightened properly. | | | | |

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-143, date of issue May 17, 2023. All applicable 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 for noise and possibly tightening the mounting screw on the door panel(s).

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|---|---------------------------------|------------|
| 23-67-53-91 | Door Panel Noise - Inspect (2 - Skilled) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 23-67-53-90 | Door Panel Noise - Inspect and Tighten Screw (2 - Skilled) | 6 - Electrical and Body Systems | 0.3 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 any of the symptoms listed above in the customer symptom section, perform the Inspection Procedure.

1. Open and close the front doors. Are there noises coming from the door panel(s)?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> Use inspect LOP (23-67-53-91) to close the active RSU.

REPAIR PROCEDURE:

1. Remove the pull cup trim mat ([Fig. 1](#)) .

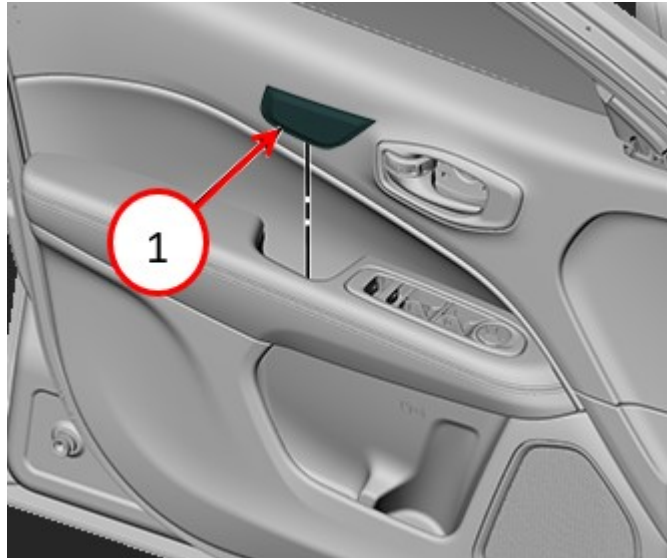


Fig. 1
Pull Cup Trim Mat

1 - Pull Cup Trim Mat

2. Ensure screw is tightened to the proper torque of 3.5 N·m. (31 In - lbs.) ([Fig. 2](#)) .

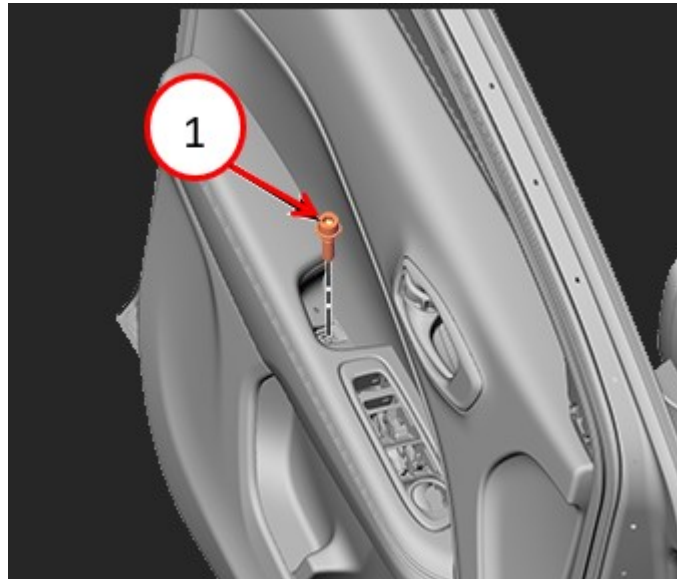


Fig. 2
Door Panel Mounting Screw

1 - Door Panel Mounting Screw

3. Repeat for other side front door.
4. Test and ensure no noise when closing door.

POLICY:

Reimbursable within the provisions of the warranty.

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