

REFERENCE:	TSB: 23-057-23 GROUP 23 - Body	Date:	May 17, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (JL) Jeep Wrangler 2023 (JT) Jeep Gladiator This bulletin applies to vehicles built on and after November 01, 2022 (MDH 1101XX) on and before February 28, 2023 (MDH 0228XX) equipped with Manual Door Locks (Sales Code JE8).	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	One or more manual door locks inoperative using the mechanical key. NOTE: The power door locks will still function normally.				
CAUSE:	Key cylinder tumbler springs missing or lock cylinder linkage is disengaged.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-144, 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 the door lock cylinders and possibly replacing one or more lock cylinders or re-attaching the key cylinder linkage clip.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-41-05-94	Lock Cylinder, Door - Inspect (1 - Semi-Skilled)	23 - Body	0.2 Hrs.
23-41-05-95	Lock Cylinder, Door - Inspect and Replace (1 - Semi-Skilled)	23 - Body	0.4 Hrs.
23-41-05-96	Lock Cylinder, Door - Inspect and Re-Attach Lock Rod (1 - Semi-Skilled)	23 - Body	0.7 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
(AR)	68384449AB	Cylinder, Door Lock Assembly	

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 symptom listed above in the customer symptom section, perform the Inspection Procedure.

NOTE: This Inspection Procedure only involves the door lock cylinders.

1. Using the mechanical key (Fig. 1) , lock and unlock all the door lock cylinders.



Fig. 1
Mechanical Key

2. Did all the door lock cylinders lock and unlock?
 - YES>>> This bulletin has been completed. Use inspect LOP (23-41-05-94) to close the active RSU.
 - NO>>> Choose the correct Repair Procedure below:
 - The mechanical key **does not** function in the lock cylinder by rotating. Proceed to [Step 1](#) of the Repair Procedure.
 - The mechanical key **does** function in the lock cylinder by rotating **but does not actually lock/unlock the door**. Proceed to [Step 5](#) of the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Mechanical keys do not require replacement for this Repair Procedure.

1. Remove the door lock cylinders as required. Refer to the detailed service procedures listed in DealerConnect>Service Library under: 23 - Body / Doors - Front, Full / Cylinder, Door Lock / Removal.
2. Code the lock cylinder to the existing key as required. Refer to the detailed service procedures listed in DealerConnect>Service Library under: 08 - Electrical / 8Q - Vehicle Theft Security / Standard Procedure.
3. Install the door lock cylinders as required. Refer to the detailed service procedures listed in DealerConnect>Service Library under: 23 - Body / Doors - Front, Full / Cylinder, Door Lock / Installation.
4. Proceed to [Step 8](#).
5. Remove the carrier plate as required. Refer to the detailed service procedures listed in DealerConnect>Service Library under: 23 - Body / Doors - Front, Full / Plate, Carrier / Removal.

6. Inspect to ensure both key cylinder control rods are fastened to the plastic clips (Fig. 2) . Fasten any key cylinder control rods to linkage clips (Fig. 2) that are detached.

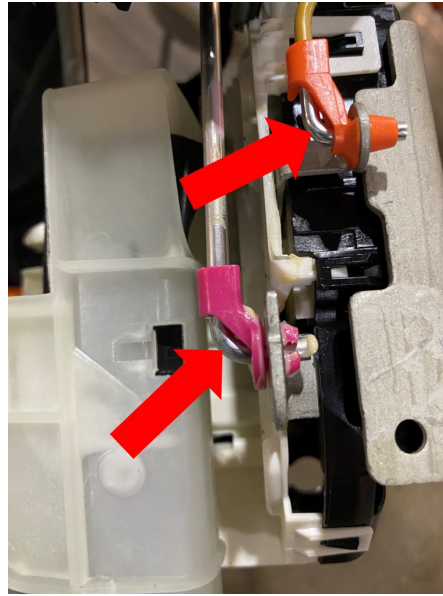


Fig. 2
Key Cylinder Control (Lock) Rods

7. Install the carrier plate as required. Refer to the detailed service procedures listed in DealerConnect>Service Library under: 23 - Body / Doors - Front, Full / Plate, Carrier / Installation.
8. Verify the key cylinder functions with the mechanical key (Fig. 1) and the inside door handles opens/ unlocks the door when used.

POLICY:

Reimbursable within the provisions of the warranty.

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