

<b>REFERENCE:</b>	<b>TSB:</b> 23-048-23 REV. A <b>GROUP</b> 23 - Body	<b>Date:</b>	May 23, 2023	<b>REVISION:</b>	23-048-23
<b>VEHICLES AFFECTED:</b>	<b>2022 - 2023 (WS) Grand Wagoneer/Wagoneer</b> **This bulletin applies to vehicles built on or before October 28, 2022 (MDH 1028XX) equipped with Second Row Console (Sales Code X8K) and First Row Console without Optional Cooler (Sales Code XGP)**.	<b>MARKET APPLICABILITY:</b>			
<b>CUSTOMER SYMPTOM:</b>	Front And/Or Rear Console/Armrest Lid Not Closing. Lower cover is separating from the lid at the rear.				
<b>CAUSE:</b>	Center console incorrectly assembled.				

This bulletin supersedes Technical Service Bulletin (TSB) 23-048-23, date of issue April 22, 2023, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include applicable vehicle information changes.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-117, date of issue April 22, 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 possibly re-securing and/or replacing the center console/armrest lower cover.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-14-08-90	Inspect Front and Rear Floor Console Armrest Cover (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-14-08-91	Inspect and Adjust Front Or Rear Floor Console Armrest Cover (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
23-14-08-92	Inspect and Adjust Front And Rear Floor Console Armrest Covers (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
23-14-08-93	Inspect, Adjust, Replace Front Or Rear Floor Console Armrest Cover (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
23-14-08-94	Inspect, Adjust, Replace Front And Rear Floor Console Armrest Covers (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
Failure Code	ZZ	Service Action	

**SPARE PARTS:**

Qty	Part No.	Description	Notes
2 (AR)	7KX10TX7AB	Armrest Cover	

**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.

**INSPECTION:**

- Operate both the front and rear seat center console/armrest lid covers.
- Do either or both of the console/armrest lid covers not close completely as a result of the lower cover(s) separating (Fig. 1) ?
  - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
  - NO>>> This bulletin is complete. Use Inspect LOP (23-14-08-90) to close this active RSU.



**Fig. 1**  
**Console Lower Cover Separating**

**SPECIAL TOOLS/EQUIPMENT:**

Description	Ref. No.	Notes
Trim Stick	C - 4755	Essential Tool

**REPAIR PROCEDURE:**

**NOTE: Repair Procedure is the same for front or rear console/armrest lower covers.**

1. Open armrest and begin to remove lower cover. Use trim stick at bottom corners first (Fig. 2) .



**Fig. 2**  
**Lower Cover Removal**

2. Completely remove armrest lower cover. Push armrest button with left hand to retract latch pawls while using right hand to pull lower cover out and away from latch pawls (Fig. 3) .



**Fig. 3**  
**Lower Cover From Pawls**

3. Re-attach armrest lower cover. Start at bottom to ensure molded hooks are engaged before clipping in top clips (Fig. 4) , (Fig. 5) .



**Fig. 4**  
**Molded Hooks**



**Fig. 5**  
**Top Clips**

4. Does the lid operate normally and without separation?

- YES>>> This bulletin is complete.
- Use Inspect and Adjust Front Or Rear Floor Console Armrest Cover (23-14-08-91) for one console cover.
- Use Inspect and Adjust Front And Rear Floor Console Armrest Covers (23-14-08-92) for both consoles to close this active RSU.
- NO>>> Replace armrest cover. Refer to the detailed service procedures listed in DealerCONNECT> Service Library under: 23 - Body / Interior / Armrest, Console / Disassembly and Assembly.
- Use Inspect, Adjust, Replace Front Or Rear Floor Console Armrest Cover (23-14-08-93) for one armrest cover.
- Use Inspect, Adjust, Replace Front And Rear Floor Console Armrest Cover (23-14-08-94) for both armrest covers.

**POLICY:**

Reimbursable within the provisions of the warranty.

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