

REFERENCE:	TSB: 23-060-23 GROUP 23 - Body	Date:	May 24, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee This bulletin applies to vehicles built on or after October 05, 2022 (MDH 1005XX) and on or before January 27, 2023 (MDH 0127XX).	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	The left, right or both front door nameplates or flags are not adhering (loose) to the door panel. Letters may have fallen off (Fig. 1) from the nameplate assembly.				
CAUSE:	Adhesion issue.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-150, date of issue May 24, 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.

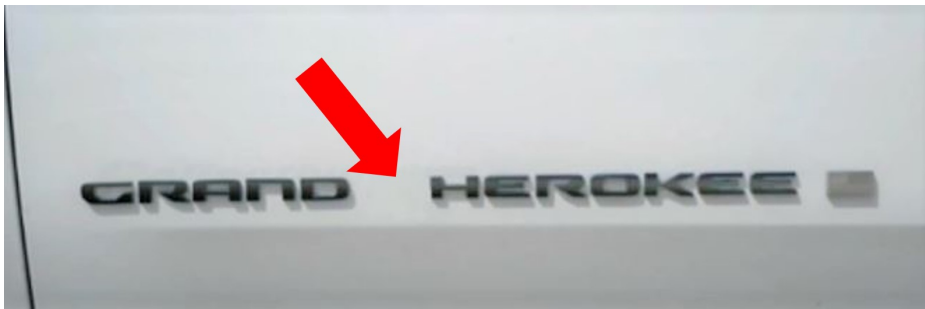


Fig. 1
Nameplate Assembly Letter "C" Missing Example

REPAIR SUMMARY:

This bulletin involves inspecting both front door nameplate assemblies for missing or loose letters/flag and possibly replacing one or both front door nameplate assemblies.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-01-18-9E	Nameplate, Door - Inspect Left and Right (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-01-18-9F	Nameplate, Door - Inspect and Replace One Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.
23-01-18-9G	Nameplate, Door - Inspect and Replace Left and Right (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.8 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68524488AA	Nameplate, Grand Cherokee	Right Door - (Sales Codes MHP with ABD)
1 (AR)	68524489AA	Nameplate, Grand Cherokee	Left Door - (Sales Codes MHP with ABD)
1 (AR)	68516570AB	Nameplate, Grand Cherokee	Right Door - (Sales Codes MUK with MHP)
1 (AR)	68516571AB	Nameplate, Grand Cherokee	Left Door - (Sales Codes MUK with MHP)
1 (AR)	68549296AA	Nameplate, Grand Cherokee	Right Door - (Sales Code MHP)
1 (AR)	68549297AA	Nameplate, Grand Cherokee	Left Door - (Sales Code MHP)

NOTE: The flag badge is part of the nameplate assembly.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the Inspection Procedure. **This RSU only applies to vehicles on the RSU VIN list.**

1. Visually inspect both front door nameplate assemblies for missing letters/flag (Fig. 1) .
2. Did one or both of the front door nameplate assemblies have missing letters/flag (Fig. 1) ?
 - YES>>> Replace the front door nameplate assemblies as required. Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> Proceed to [Step 3](#).
3. Using a 0.25 mm (0.0098 in.) gap gauge, verify for a proper gap between the nameplate assembly letters/flag and both front door panels.
4. Did any of the front door nameplate assembly letters/flag (Fig. 1) have a gap larger than 0.25 mm (0.0098 in.)?
 - YES>>> Replace the front door nameplate assemblies as required. Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use inspect LOP (23-01-18-9E) to close the active RSU.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Gauges, Clearance Measurement, Non-Metallic	2022300230	Essential Tool
Trim Stick	C-4755	Essential Tool

REPAIR PROCEDURE:

NOTE: This Repair Procedure only covers front door nameplate assemblies that have loose letters/flags. Do not automatically replace both door nameplate assemblies if one side is missing letters or is loose.

CAUTION! If required, without causing front door panel finish damage, carefully heat the entire surface of the nameplate assembly with a heat gun, or equivalent. Failure to carefully do so, may result in front door panel finish damage.

NOTE: Apply a length of masking tape on the front door parallel to the top and bottom edges of the nameplate assembly as a guide if necessary.

1. Using a trim stick tool, remove the nameplate assembly letters/flag carefully from the front door.
2. Wipe the attachment area with a clean, lint-free cloth, moistened with a 50% solution of water and alcohol, to thoroughly clean all residue from the front door nameplate assembly attachment surface area. Wipe dry the areas immediately with a dry, lint-free cloth.
3. Remove the protective covering from the back of the nameplate letters/flag and position the nameplate assembly onto the front door.

NOTE: To ensure proper nameplate adhesion, apply consistent and uniform pressure of approximately 40 p.s.i. over the entire surface of the nameplate letters/flag.

4. Visually inspect that there is 100% adhesion all around the perimeter of the nameplate assembly to the front door.

POLICY:

Reimbursable within the provisions of the warranty.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.