

Technical Service Bulletin (TSB)
Right Side Tailgate Not Flush with Cargo Box

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|---------------------------|--|--|---------------|---|---|
| REFERENCE: | TSB: 23-071-23 GROUP 23 - Body | Date: | June 16, 2023 | REVISION: | - |
| VEHICLES AFFECTED: | 2023 (JT) Jeep Gladiator This bulletin applies to vehicles built on or after March 05, 2023 (MDH 0305XX) and on or before March 11, 2023 (MDH 0311XX). | MARKET APPLICABILITY: | | | |
| | | <input checked="" type="checkbox"/> NA | | <input type="checkbox"/> CH | |
| | | <input checked="" type="checkbox"/> EE | | <input checked="" type="checkbox"/> IAP | |
| | | <input checked="" type="checkbox"/> SA | | <input checked="" type="checkbox"/> MEA | |
| CUSTOMER SYMPTOM: | The right side of the tailgate appears not fully closed (excessive gap between tailgate and cargo box). | | | | |
| CAUSE: | Right side striker post or pivot cup is too far rearward. | | | | |

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-175, date of issue June 16, 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 and possibly adjusting the striker post or pivot cup as needed to achieve proper tailgate gap to cargo box.

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|--|---------------------------------|------------|
| 23-41-04-9A | Right Side Tailgate Gap - Inspect (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 23-41-04-9B | Right Side Tailgate Gap - Inspect and Adjust (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 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 symptom listed above in the customer symptom section, perform the Inspection Procedure.

NOTE: This Inspection Procedure involves the right side of the tailgate only.

1. Close the tailgate using normal operating force (**do not slam**).
2. Inspect the right side of the tailgate for an uneven (not flush) gap ([Fig. 1](#)) to the cargo box.

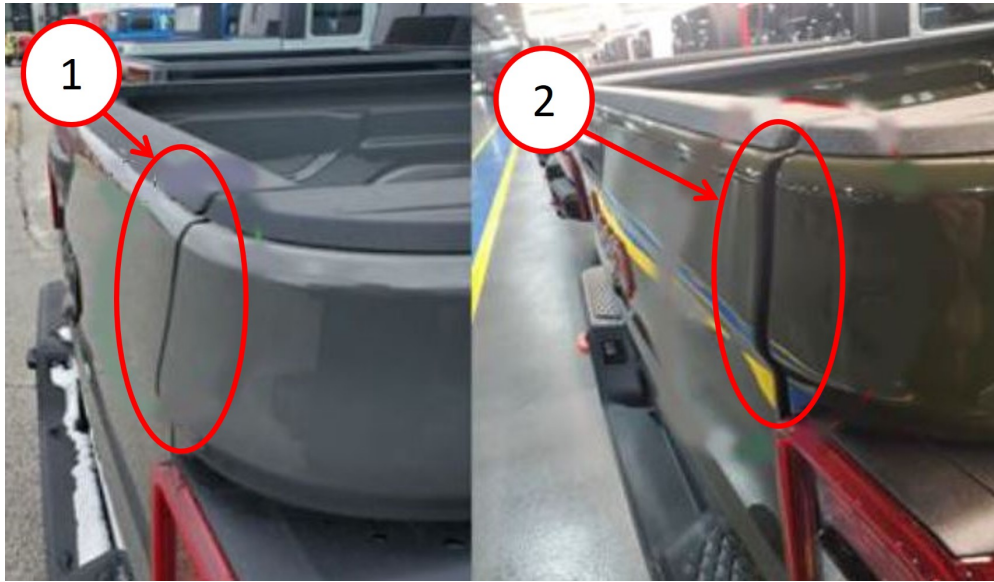


Fig. 1

Correct And Incorrect Right Side Tailgate Gaps

- 1 - Correct Right Side Tailgate Flush Gap With Cargo Box
 2 - Incorrect Right Side Tailgate Flush Gap With Cargo Box

3. Was there an uneven gap ([Fig. 1](#)) on the right side of the tailgate to the cargo box?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed. Use inspect LOP (23-41-04-9A) to close the active RSU.

SPECIAL TOOLS/EQUIPMENT:

| Description | Ref. No. | Notes |
|--------------|----------|-------|
| T45 Torx Bit | NPN | |
| T50 Torx bit | NPN | |
| Trim Stick | C-4755 | |

REPAIR PROCEDURE:

1. Open the tailgate.

NOTE: Both the right and left striker posts may have to be adjusted to ensure even tailgate gaps to cargo box.

2. Using a T45 Torx bit, loosen and adjust the striker post(s) (Fig. 2) as required and even tailgate gap(s).

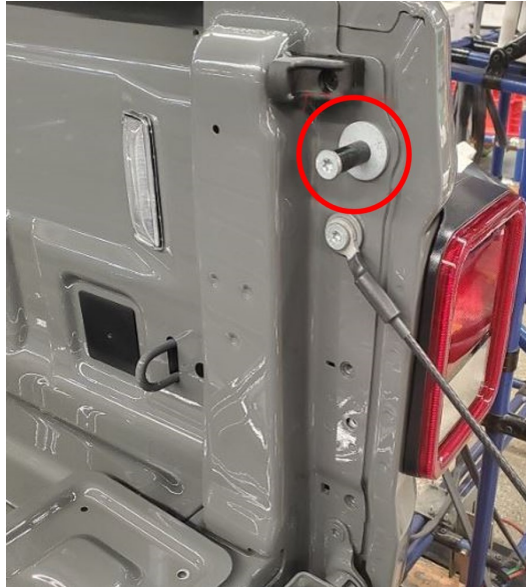


Fig. 2
Right Side Striker Post

3. Tighten the tailgate striker post(s) (Fig. 2) to 20 N·m (15 ft. lbs.).
4. Did adjusting the striker post(s) (Fig. 2) achieve an even right side tailgate gap to the cargo box?
 - YES>>> This bulletin has been completed. Use LOP (23-41-04-9B) to close the active RSU.
 - NO>>> Proceed to [Step 5](#).

- Using a T50 Torx bit, loosen but do not remove the right side pivot cup bolt (Fig. 3) .

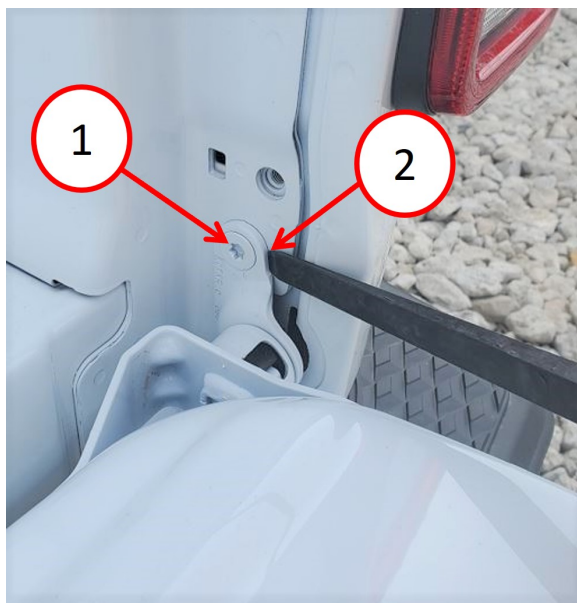


Fig. 3
Right Side Pivot Cup Assembly

- Torx Bolt
- Pry Tool

NOTE: There will only be 3 mm (.11 in.) pivot cup assembly movement. Care must be taken to not chip body paint.

- Using a trim stick and rubber mallet, tap and push the right side pivot cup assembly forward towards the front of the cargo bed (Fig. 3) .
- Tighten the right side pivot cup bolt (Fig. 3) to 65 N·m (48 ft. lbs.).
- Verify the ride side tailgate gap is flush to the cargo box. This bulletin has been completed. Use LOP (23-41-04-9B) to close the active RSU.

POLICY:

Reimbursable within the provisions of the warranty.

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