

Technical Service Bulletin (TSB) Right Front Door Glass Snowflaking

REFERENCE:	TSB: 23-075-23 GROUP 23 - Body	Date:	June 23, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee This bulletin applies to vehicles built on and after January 01, 2023 (MDH 0101XX) and on and before February 28, 2023 (MDH 0228XX).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input checked="" 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:	Bubbles or a snowflake pattern on the right front door glass.				
CAUSE:	Manufacturing defect of the right front door glass leading to contamination in the laminated layers.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-189, date of issue June 23, 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 right front door glass and possibly replacing the door glass.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-30-10-9M	Glass, Door - Inspect Right Front (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.1 Hrs.
23-30-10-9N	Glass, Door - Inspect And Replace Right Front (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68449556AA	Glass, Front Door	WL Vehicle Series H, P
1 (AR)	68378776AB	Glass, Front Door	WL Vehicle Series R, S, T

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Trim Stick	C-4829A	Essential Tool

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. Inspect right front door glass for snowflaking/bubbling. Effect is viewable from both inside and outside (Fig. 1) .



Fig. 1
Door Glass Bubbling

NOTE: Temperatures above 80° F (27° C) will accelerate the defects' appearance.

2. Is there visible snowflaking/bubbling on the glass?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed. Use inspect LOP (23-30-10-9M) to close the active RSU.

REPAIR PROCEDURE:

1. Replace the right front door glass. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Doors - Front / Glass, Door / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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