

Technical Service Bulletin (TSB)
Rear Cup Holders Warm

REFERENCE:	TSB: 23-011-23 REV. A GROUP 23 - Body	Date:	July 12, 2023	REVISION:	23-011-23
VEHICLES AFFECTED:	2021 -**2023** (WL) Grand Cherokee This bulletin applies to vehicles equipped with ATC W/4 Zone Temp Control (Sales Code HAL) and/or ATC W/3 Zone Temp Control (Sales Code HAH).	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:	Customers may comment on the following: <ul style="list-style-type: none"> When the rear heat temperature is set at or near max hot output, the front center console's surfaces, first row and second row cup holders and storage bins are getting warm to the touch. 				
CAUSE:	Missing center console insulator.				

This bulletin supersedes Technical Service Bulletin (TSB) 23-011-23, date of issue January 27, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include additional model year.

REPAIR SUMMARY:

This bulletin involves removing the front center console and installing an insulator foam pad on top of the Center Console air duct.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-14-05-91	Cover, Front Floor Air Duct, Install (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1	68626851AA	Cover, Insulation	

NOTE: No fasteners, clip or adhesive is needed to install the foam pad

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Remove the front floor console. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>23 - Body / Interior / Console, Floor / Removal.

NOTE: The air duct does not need to be removed.

NOTE: When installing the cover make sure not to cover the wire harness on the floor duct. The photos below show the covers already installed (purple in color) (Fig. 1) , (Fig. 2) and (Fig. 3) .

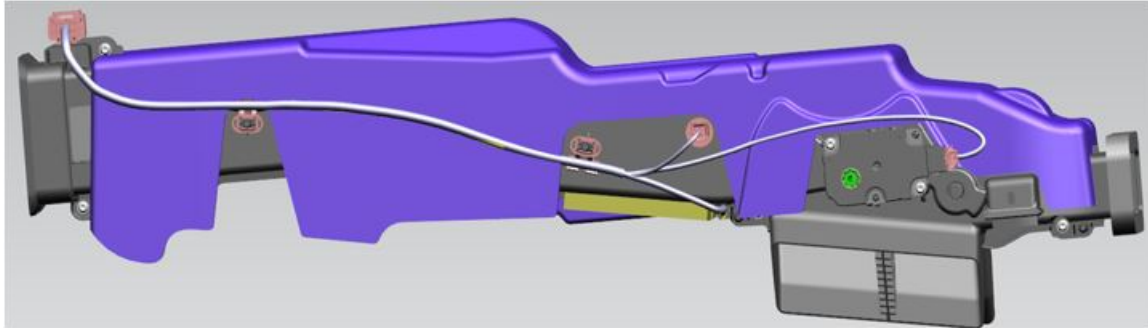


Fig. 1
Passenger's Side

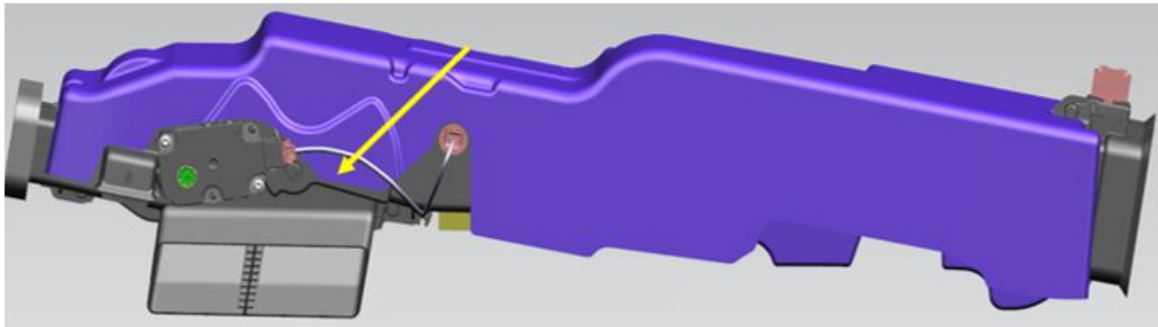


Fig. 2
Driver's Side

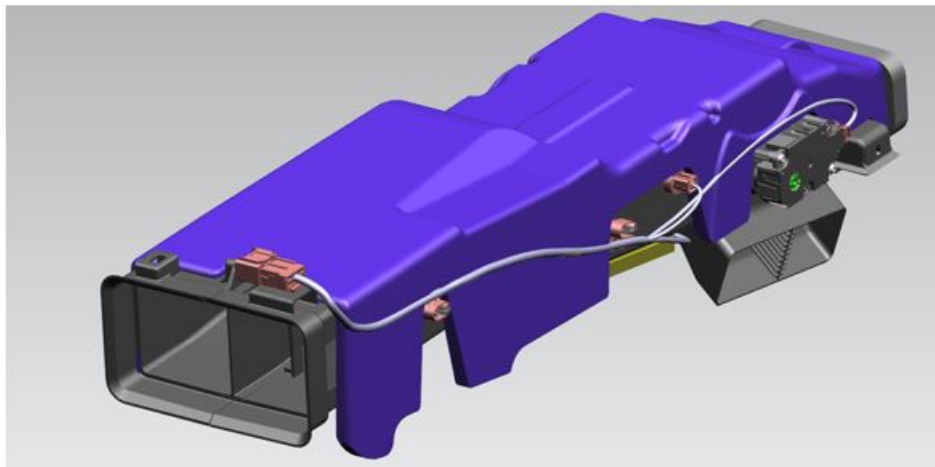


Fig. 3
Overview

2. Check if there is a wire harness retainer is properly attached to the underside of the console (Fig. 4) .



Fig. 4
Retainer Clip Not Attached

3. If retainer clip is not attached, peel off paper from adhesive and stick retainer clip to the underside of the console (Fig. 5) .

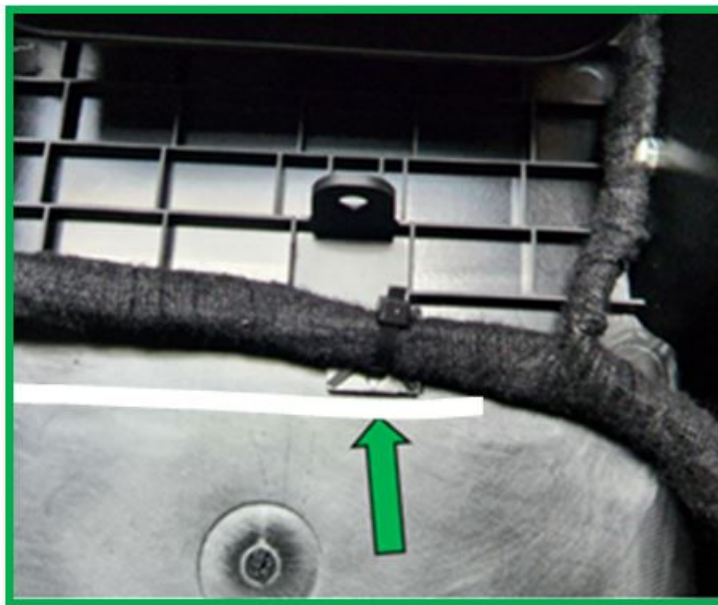


Fig. 5
Retainer Clip Properly Attached

4. Install the front floor center console. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Interior / Console, Floor / Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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