

Technical Service Bulletin (TSB)
Driver Side Exterior Mirror Scratches

REFERENCE:	TSB: 23-084-23 GROUP 23 - Body	Date:	July 25, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 - 2023 (WL) Jeep Grand Cherokee This bulletin applies to vehicles built on or before March 15, 2023 (MDH 0315XX) equipped with Power Mirrors-Base (Sales Code GUB) or Power Mirrors-High (Sales Code GUE) .	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	Scratches on the driver side power folding mirror bracket.				
CAUSE:	Folding mirror gap below specification.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-220, date of issue July 25, 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 driver side exterior power folding mirror bracket and possibly replacing the driver side folding mirror if scratches are found.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-04-21-9V	Mirror, Outside Rearview - Inspect (Left Side Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-04-21-9W	Mirror, Outside Rearview - Inspect and Replace (Left Side Only) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68552269AB	Mirror, Outside Rearview	Left Side - GUB+LES+MHP-LED%XAK - Exterior Accents - Platinum Chrome
1 (AR)	68552271AB	Mirror, Outside Rearview	Left Side - GUE+LES+MHP+XAK-LED - Silver Exterior Accents

Qty	Part No.	Description	Notes
1 (AR)	68552279AB	Mirror, Outside Rearview	Left Side - GUE+LES+MHP-XAK%LED - Power Mirrors-Base
1 (AR)	68552281AB	Mirror, Outside Rearview	Left Side - GUE+LES+MHU+XAK-LED - Power Mirrors-High
1 (AR)	68552283AB	Mirror, Outside Rearview	Left Side - GUE+LES+MUK-XAK%LED%MHP - Surround View Camera System
1 (AR)	68552285AB	Mirror, Outside Rearview	Left Side - GUE+LES+MHU-XAK%LED - Exterior Mirrors W/Arabic Lettering
1 (AR)	68594771AB	Mirror, Outside Rearview	Left Side - MCG=MUK+GUE+LES+XAK-LED%MHP - Exterior Accents-Gloss Black

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the Inspection Procedure. 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 inspecting the left, driver side exterior mirror only. Do not inspect the right, passenger side exterior mirror.

1. Cycle the ignition to the ACC position.

NOTE: Do not manually fold the driver door power mirror.

2. Using the driver door power folding mirror button (Fig. 1) , cycle the exterior mirrors closed then open, three times.



Fig. 1
Power Folding Mirror Button

3. Exit the vehicle.
4. Inspect the driver side exterior mirror mounting bracket for scratches (Fig. 2) .



Fig. 2
Driver Door Mirror Bracket Scratches

5. Were any scratches found on the door mirror mounting bracket (Fig. 2) ?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed. Use inspect LOP (23-04-21-9V) to close the active RSU.

REPAIR PROCEDURE:

1. Replace the driver side exterior power folding mirror. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Exterior / Mirror / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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