

Technical Service Bulletin (TSB)  
Rear Defroster Inoperative

<b>REFERENCE:</b>	<b>TSB:</b> 23-089-23 <b>GROUP</b> 23 - Body	<b>Date:</b>	August 8, 2023	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	2018 - 2022 (JL) Jeep Wrangler This bulletin applies to vehicles equipped with Rear Window Defroster (Sales Code GFA).			<b>MARKET APPLICABILITY:</b> <input checked="" type="checkbox"/> NA <input checked="" type="checkbox"/> MEA <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/> IAP <input checked="" type="checkbox"/> EE <input checked="" type="checkbox"/> CH	
<b>CUSTOMER SYMPTOM:</b>	<b>Customer may experience the following:</b> <ul style="list-style-type: none"> <li>Rear window is not defrosting</li> <li>The rear window glass left or right side defrost solder terminal is detached from the defrost grid.</li> </ul>				
<b>CAUSE:</b>	The rear defroster electrical connector is a one time use design. If it comes loose or is removed for any reason, it must be replaced.				

**REPAIR SUMMARY:**

This bulletin involves replacing the Electric Backlite (EBL) wire connector repair and re-securing the electrical connector(s) to the rear window.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-90-35-92	Rear Window Electrical Connector - Repair <b>(One Side)</b> (1 – Semi-Skilled)	23 - Body	0.2 Hrs.
08-90-35-93	Rear Window Electrical Connector - Repair <b>(Both Sides)</b> (1 – Semi-Skilled)	23 - Body	0.3 Hrs.
Failure code	ZZ	Service Action	

**SPARE PARTS:**

Qty	Part No.	Description	Notes
1 (AR)	68499001AA	Connector, Rear Defrost	

**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 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 a symptom/condition above, perform the repair procedure.

**REPAIR PROCEDURE:**

1. Remove and replace the rear window defroster electrical connector(s). Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>29 - Non-DTC Diagnostics / Circuit Testing Procedures / Standard Procedure>Wire Splicing.
2. Push the connector onto the rear window glass terminal.

**POLICY:**

Reimbursable within the provisions of the warranty.

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