

REFERENCE:	TSB: 24-012-23 GROUP 24 - Heating and Air Conditioning	Date:	September 1, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 - 2024 (M6) Jeep Compass 2023 - 2024 (H6) Jeep Meridian This bulletin applies to vehicles built on or after November 01, 2022 (MDH 1101XX) and on or before July 16, 2023 (MDH 0716XX).	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	Customers may comment on one or more of the following: <ul style="list-style-type: none"> Defroster grill is coming loose and popping up from the corner area - both left and right hand side. Defroster grill is not flush with the instrument panel. 				
CAUSE:	Shrinkage in the defroster grill due to improper cooling process.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-254, date of issue September 01, 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 defroster grill for deformation and possibly replacing as needed.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-11-14-90	Defroster Grill Inspection (Vehicles Built from November 01, 2022 to April 10, 2023) (1 - Semi-Skilled)	7 - A/C Heating	0.1 Hrs.
23-11-14-91	Defroster Grill Inspect and Replace (Vehicles Built from November 01, 2022 to April 10, 2023) (1 - Semi-Skilled)	7 - A/C Heating	0.4 Hrs.
23-11-14-92	Defroster Grill Replace (Vehicles built from April 11, 2023 to July 16, 2023) (1 - Semi-Skilled)	7 - A/C Heating	0.3 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	7FE23DX9AB	Grille, Defroster	

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 Repair Procedure.

REPAIR PROCEDURE:

1. Is the vehicle build date between April 11, 2023 to July 16, 2023?
 - YES>>> Proceed to [Step 4](#).
 - NO >>> The vehicle build date is between November 01, 2022 and April 10, 2023. Proceed to [Step 2](#).
2. Inspect the defroster grille for deformation and/or not flush to the instrument panel ([Fig. 1](#)) .

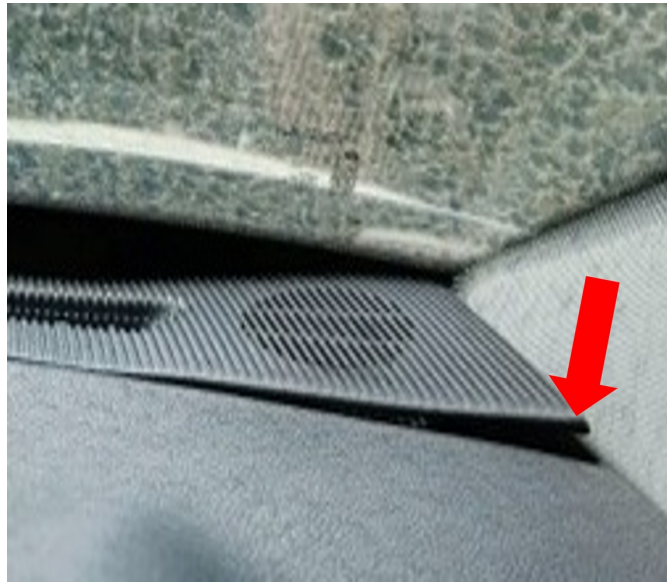


Fig. 1
Deformed Defroster Grille

3. Was the defroster grille deformed or not flush to the instrument panel ([Fig. 1](#)) ?
 - YES>>> Proceed to [Step 4](#).
 - NO>>> This bulletin has been completed, use Inspect LOP (23-11-14-90) to close the active RSU.
4. Replace the defroster grille. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body / Instrument Panel / Grille, Defroster / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.