

REFERENCE:	TSB: 23-096-23 GROUP: 23 - Body	Date:	September 12, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built on and after June 06, 2023 (MDH 0606XX) and on and before June 16, 2023 (MDH 0616XX).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> CH <input type="checkbox"/> EE <input type="checkbox"/> IAP <input type="checkbox"/> SA <input type="checkbox"/> MEA	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> • Right side quarter glass tint is mismatched. • Right side of the vehicle allows more road noise into the vehicle. 				
CAUSE:	Incorrect right side quarter glass installed.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-261, date of issue September 12, 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 and possibly replacing the right side quarter glass.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-30-30-94	Right Side Quarter Glass - Inspect (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-30-30-95	Right Side Quarter Glass - Inspect and Replace (2 - Skilled)	6 - Electrical and Body Systems	1.6 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68563658AA	Glass, Quarter Window	
1 (AR)	6VF90DX8AB	Molding, Quarter Trim	
1 (AR)	04864015AD	Kit, Glass	Urethane Kit

NOTE: If Mopar urethane and primer are not available, NPN part number will need to be used for an equivalent product and claimed for the amount used.

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.

This Inspection Procedure covers the right side quarter glass only. Do not inspect the left side quarter glass.

1. Inspect right side quarter glass for a "step", at the top of the glass to its molding (just below the window seal at the D-pillar) [Fig. 1](#) and [Fig. 2](#).

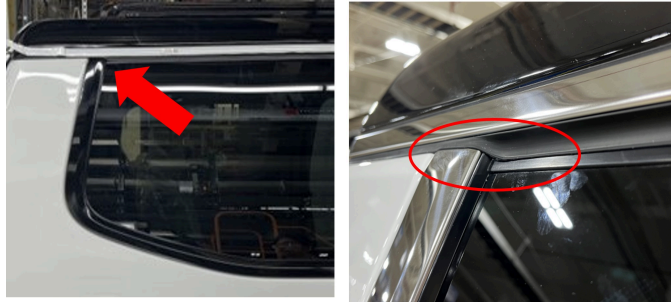


Fig. 1
Incorrect Right Side Quarter Glass



Fig. 2
Molding "Step" At The Top Of The Glass

2. Is there a "step" at the top of the glass to its molding (just below the window seal at the D-pillar) [Fig. 1](#) and [Fig. 2](#)?

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>> This bulletin has been completed. Use Inspect LOP (23-30-30-94) to close the active RSU.

REPAIR PROCEDURE:

1. Replace the right side quarter glass. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Stationary Glass / Glass / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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