

REFERENCE:	TSB: 23-025-23 GROUP 23 - Body	Date:	February 4, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 (KL) Jeep Cherokee This bulletin applies to vehicles built on or after February 07, 2022 (MDH0207XX) and on or before August 25, 2022 (MDH0825XX)			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input checked="" type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Overhead Console is loose or falls down while driving and hangs by the wires.				
CAUSE:	Overhead console is not fully seated during assembly.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-034, date of issue February 4, 2023. All applicable Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves inspecting and possibly re-securing the overhead console (overhead console)

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-14-02-98	Overhead Console - Inspect (0 – Introduction)	23 - Body	0.2 Hrs.
23-14-02-99	Overhead Console - Inspect and Re-secure (0 – Introduction)	23 - Body	0.2 Hrs.
Failure code	ZZ	Service Action	

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 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 the symptom/condition, perform the repair.

1. Open the sunglass holder and do a pull test with light downward force (do not use excessive force) to check for overhead console looseness.

2. Is overhead console loose and/or does it fall out (Fig. 1) ?



Fig. 1
Overhead Console Fall Out

- YES>>>Proceed to [Step 1](#) of the Repair Procedure.
- NO>>>This bulletin has been completed, use inspect LOP (23-14-02-98) to close the active RSU.

REPAIR PROCEDURE:

1. Re-secure the overhead console to the bracket above. Use higher than moderate pressure (up to 60 pounds force) to secure the two retainer clips into the overhead console mounting bracket.
2. Repeat pull test on sunglass holder to verify overhead console is secure.

POLICY:

Reimbursable within the provisions of the warranty.

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