

REFERENCE:	TSB: 23-028-23 GROUP 23 - Body	Date:	February 21, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built on or before February 28, 2022 (MDH 0228XX) equipped with a Rear Back Up Camera Washer (Sales Code JHE), Surround View Camera System (Sales Code XAK), Night Vision/Ped-Animal Detection (Sales Code XNT) or a Rear View Autodim Digital Display Mirror (Sales Code GRG).	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 comment on one or more of the following: <ul style="list-style-type: none"> • Camera washers are not spraying fluid (front and/or rear). • A washer fluid leak behind the front fascia/grille, above the rear of the headliner, or liftgate. 				
CAUSE:	Disconnected washer fluid line quick connects.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-046, date of issue February 21, 2023. All applicable Un-Sold 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 camera washer spray system and possibly securing any loose fluid line connections.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-43-10-9A	Camera Washers - Inspect Front and Rear	6 - Electrical and Body Systems	0.2 Hrs.
23-43-10-9D	Camera Washers - Inspect and Repair Inside Cabin, Driver Side Leaks	6 - Electrical and Body Systems	0.3 Hrs.
23-43-10-9C	Camera Washers - Inspect and Repair Under Hood Leaks	6 - Electrical and Body Systems	0.3 Hrs.
23-43-10-9B	Camera Washers - Inspect and Repair Driver Side Front Outside Corner Leaks	6 - Electrical and Body Systems	1.3 Hrs.
23-43-10-9F	Camera Washers - Inspect and Repair Rear Liftgate Leaks	6 - Electrical and Body Systems	0.4 Hrs.
23-43-10-9E	Camera Washers - Inspect and Repair Inside Cabin, Rear Headliner Leaks	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	ZZ	Service Action	

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 the symptom/condition, perform the Inspection Procedure.

1. Activate the front and rear washer system from the steering wheel lever.
2. Walk around the vehicle and check each camera for spray.
3. Did one or more camera washers not spray, operate correctly, or was a leak detected?
 - YES>>> Proceed to:
 - a. [Step 1](#) of the Repair Procedure **For Under Hood Leaks**.
 - b. [Step 4](#) of the Repair Procedure **For Inside Cabin, Driver Side Leaks**.
 - c. [Step 7](#) of the Repair Procedure **For Inside Cabin, Rear Headliner Leaks**.
 - d. [Step 11](#) of the Repair Procedure **For Front Of Vehicle Leaks**.
 - e. [Step 15](#) of the Repair Procedure **For Liftgate Leaks**.
 - NO>>> This bulletin has been completed. Use inspect LOP (23-43-10-9A) to close the active RSU.

REPAIR PROCEDURE:

NOTE: Follow the Repair Procedure steps for the suspect area(s).

1. **For Under Hood Leaks (Fig. 1)** . Open the hood.
2. Verify all three connections (Fig. 1) with a push-pull-push test and confirm all three connections are tight.

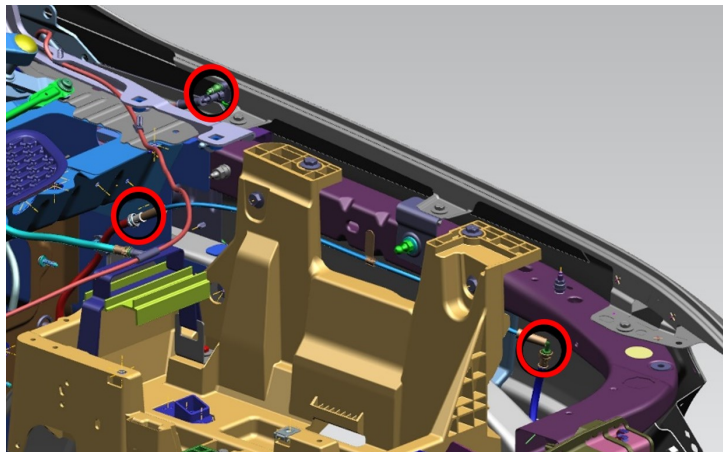


Fig. 1

Driver Side Under Hood - Three Connections

3. Close the hood. Proceed to [Step 20](#).

4. **Inside Cabin, Driver Side Leaks (Fig. 2)** . Remove the A-Pillar trim. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Interior / Panel, A-Pillar Trim / Removal.
5. Verify connection (Fig. 2) with a push-pull-push test and confirm connection is tight.

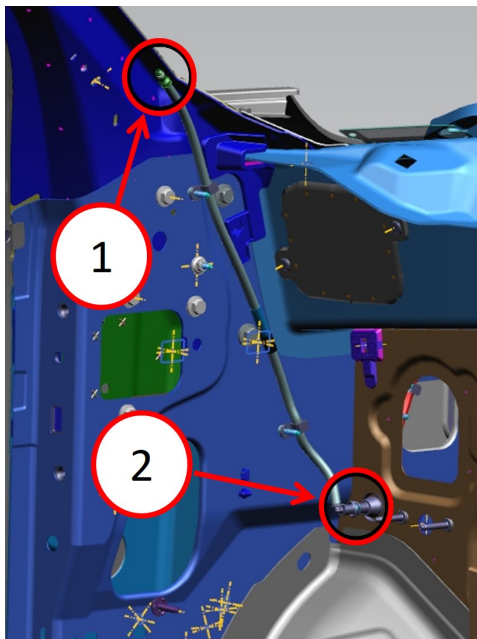


Fig. 2
Inside Cabin, Driver Side - Two Connections

- 1 - A-Pillar Connection
- 2 - Left Front Carpet Connection (See Note Below)

6. Install the A-Pillar Trim. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Interior / Panel, A-Pillar Trim / Installation.

NOTE: If washer tube leak is determined to be at connection two (Left Front Carpet Connection) as shown in (Fig. 2) , contact STAR Center for repair instructions.

NOTE: The headliner does not need to be removed to check headliner connection.

7. **Inside Cabin, Rear Headliner Leaks (Fig. 3)** . Open the liftgate.
8. Using your hand, carefully lower the rear headliner to access the connection.
9. Verify the connection (Fig. 3) with a push-pull-push test and confirm connection is tight. Release headliner.

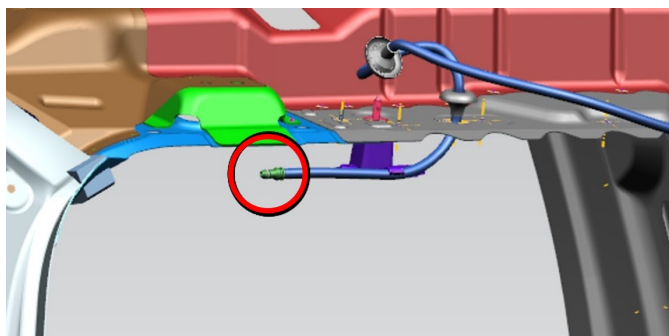


Fig. 3
Inside Cabin, Rear Headliner - One Connection

10. Close the liftgate. Proceed to [Step 20](#).

11. **Front Of Vehicle Leaks (Fig. 4) and (Fig. 5)** . Remove the front fascia. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>13 - Frame and Bumpers / Bumpers / Fascia, Front / Removal.
12. Verify all three connections (Fig. 4) with a push-pull-push test and confirm connections are tight.

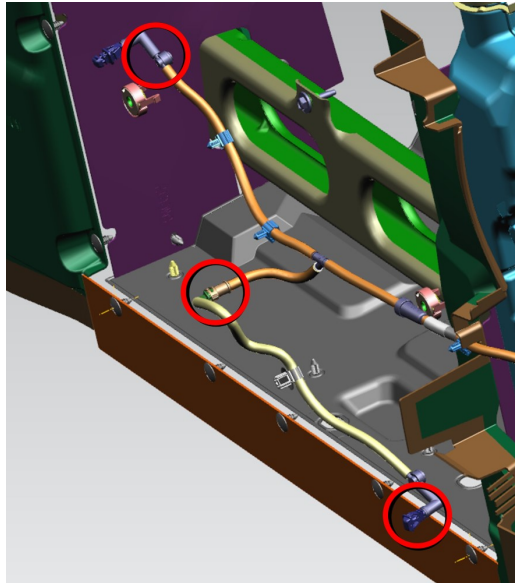


Fig. 4
Front Of Vehicle - Three Connections

13. Verify the two connections at the washer bottle (Fig. 5) with a push-pull-push test and confirm both connections are tight.

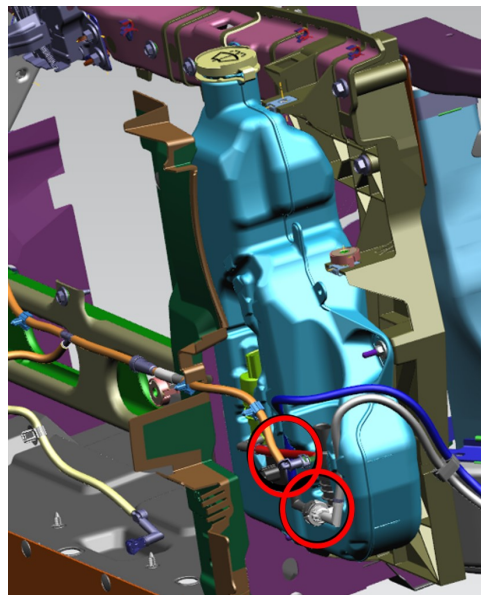


Fig. 5
Washer Bottle - Two Connections

14. Install the front fascia. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>13 - Frame and Bumpers / Bumpers / Fascia, Front / Installation. Proceed to [Step 20](#).

15. **For Liftgate Leaks (Fig. 6)** . Remove the center high mounted stop lamp. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>08 - Electrical / 8L - Lamps and Lighting / Lamps/Lighting - Exterior / Lamp, Center High Mounted Stop / Removal.
16. Remove the lower liftgate trim panel. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Decklid/Hatch/Liftgate/Tailgate/Swing Gate / Panel, Trim, Liftgate / Removal.
17. Verify all connections (Fig. 6) with a push-pull-push test and confirm connection is tight. See figures (Fig. 7) and (Fig. 8) for close-ups of two of these locations.

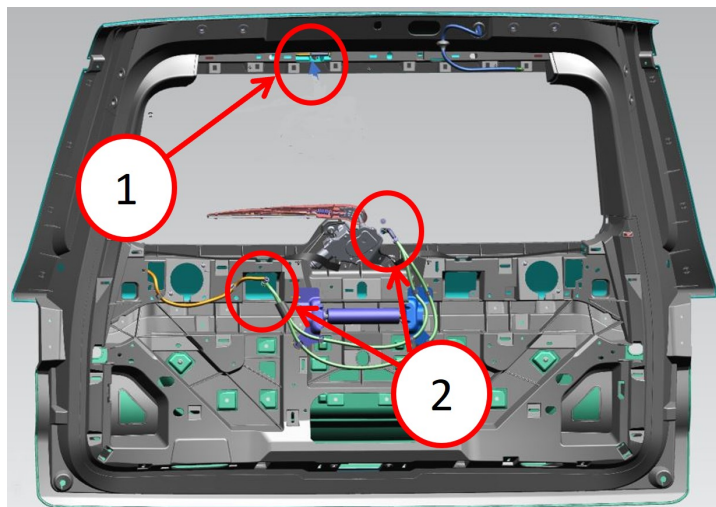


Fig. 6

Liftgate Location Connections

- 1 - Connection Behind Center High Mounted Stop Lamp (Also See Close-Up Fig. 7)
- 2 - Rear Window Wiper (Also See Close-Up Fig. 8)

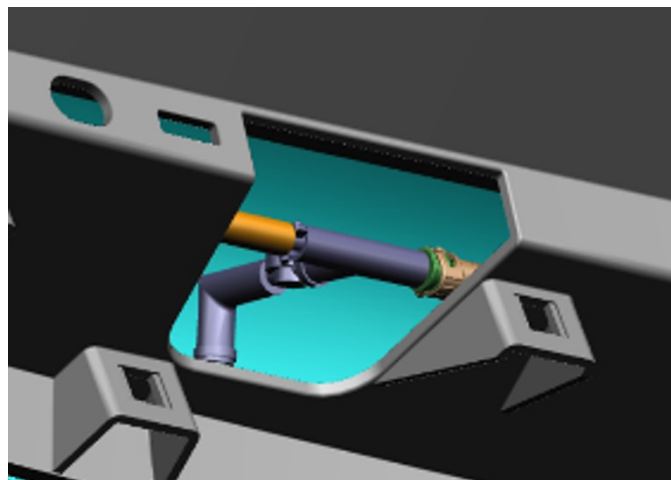
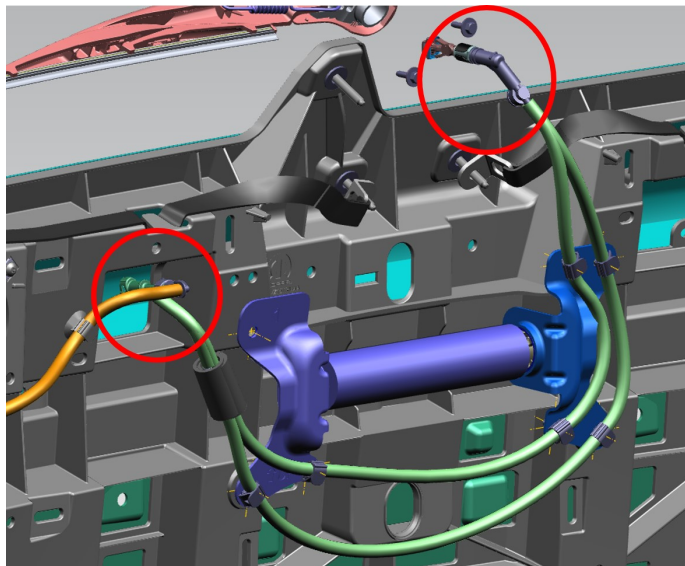


Fig. 7

Close-Up Connections Behind Center High Mounted Stop Lamp

**Fig. 8****Close-Up Connections For Rear Window Wiper**

18. Install the lower liftgate trim panel. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Decklid/Hatch/Liftgate/Tailgate/Swing Gate / Panel, Trim, Liftgate / Installation.
19. Install the center high mounted stop lamp. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>08 - Electrical / 8L - Lamps and Lighting / Lamps/Lighting - Exterior / Lamp, Center High Mounted Stop / Installation.
20. Verify all camera washers are now spraying correctly and there are no leaks.

POLICY:

Reimbursable within the provisions of the warranty.

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