STELLANTIS
P A R T S   &   S E R V I C E S

Technical Service Bulletin (TSB)
Gap At Front Door Panels

REFERENCE:	**TSB:** 23-026-23 REV. A **GROUP** 23 - Body	**Date:**	February 22, 2023	**REVISION:**	**23-026-23**

VEHICLES AFFECTED:	**2023 (WL) Grand Cherokee** **This bulletin applies to vehicle built on or after **December 8, 2022 (MDH 1208XX) and on and before December 11, 2022 (MDH 1211XX)**.**	**MARKET APPLICABILITY:** ☒NA ☒MEA ☐SA ☐IAP ☐EE ☐CH
CUSTOMER SYMPTOM:	**Either or both front door inside trim panels are loose or have a gap at the doors.**	
CAUSE:	• The 10 Push fasteners that secure the inside door trim panel to the door have not been fully seated into the door during assembly.	

This bulletin supersedes Technical Service Bulletin (TSB) 23-026-23, date of issue February 10, 2023, which should be removed from your files. All revisions are highlighted with **asterisks** and include updated build dates.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-017, date of issue February 10, 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 re-securing the front door trim panels to the doors.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-20-22-AE	Door Trim Panel - Secure (0 - Introduction)	6 - Electrical and Body Systems	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. **This RSU only applies to vehicles on the RSU VIN list.**

REPAIR PROCEDURE:

1. Door inside trim panels are not secured to the doors (Fig. 1) .

Fig. 1
Front Door Trim Panel

1. Re-secure the push fasteners by pushing the inner door panels into the doors to firmly seat the panels (Fig. 2) .
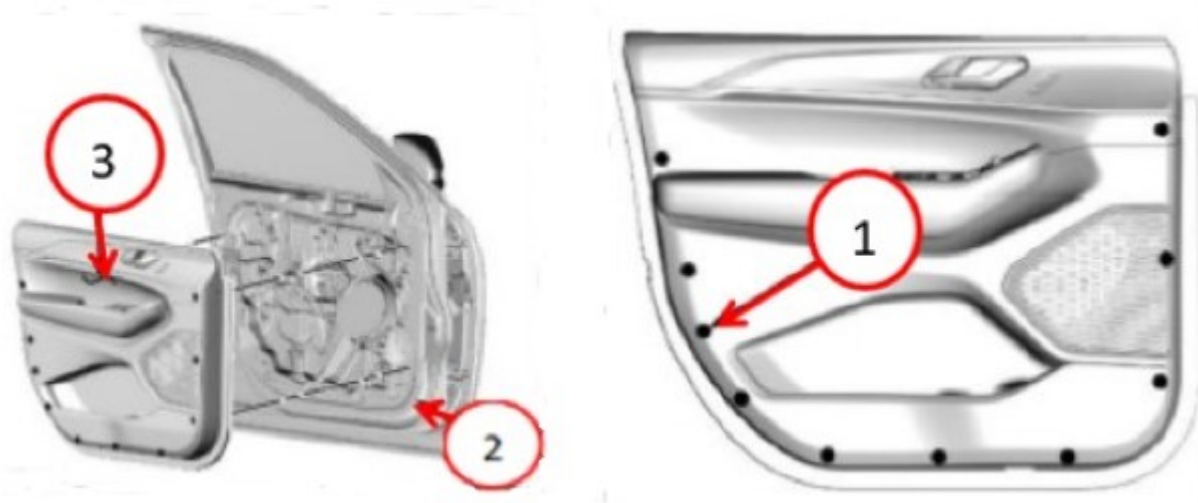

Fig. 2
Door Panel Push Fasteners Locations

1 - Door Panel Push Fasteners
2 - Door
3 - Door Panel

POLICY:
Reimbursable within the provisions of the warranty.