

REFERENCE:	TSB: 23-095-23 GROUP: 23 - Body	Date:	September 12, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built on and after January 01, 2023 (MDH 0101XX) and on and before February 10, 2023 (MDH 0210XX) equipped with Head Up Display (Sales Code LBK), Active Driving Assist System (Sales Code SJJ) and/or Full Speed Fwd Collision Warn Plus (Sales Code LSU).			MARKET APPLICABILITY: <input type="checkbox"/> NA <input type="checkbox"/> CH <input type="checkbox"/> EE <input type="checkbox"/> IAP <input type="checkbox"/> SA <input checked="" type="checkbox"/> MEA	
CUSTOMER SYMPTOM:	A snowflake pattern (delamination) appearing on the windshield Fig. 1 .				
CAUSE:	Windshield delamination.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-260, 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.



Fig. 1
Examples Of Snowflaking/Delamination

REPAIR SUMMARY:

This bulletin involves inspecting the windshield for snowflaking/delamination and possibly replacing the windshield.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-30-50-9R	Glass, Windshield - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-30-50-9S	Glass, Windshield - Inspect and Replace Includes	6 - Electrical and Body Systems	2.3 Hrs.

Labor Operation No:	Labor Description	Skill Category	Labor Time
	Perform Forward Facing Camera Dynamic Service Alignment Routine (1 - Semi-Skilled)		
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68441925AD	Windshield	
2 (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.

The defect will begin on the outside edge of the glass move inboard over time as the defect spreads.

1. Inspect the windshield glass for any snowflaking/delamination [Fig. 1](#).

2. Was any snowflaking/delamination in the windshield glass [Fig. 1](#)?

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>> This bulletin has been completed. Use inspect LOP (23-30-50-9R) to close the active RSU.

REPAIR PROCEDURE:

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

POLICY:

Reimbursable within the provisions of the warranty.

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