

## Technical Service Bulletin (TSB) Right Front Door Lock Inoperable

<b>REFERENCE:</b>	<b>TSB:</b> 23-110-23 <b>GROUP:</b> 23 - Body	<b>Date:</b>	November 16, 2023	<b>REVISION:</b>	–
<b>VEHICLES AFFECTED:</b>	<b>2024 (JL) Jeep Wrangler</b> This bulletin applies to vehicles built on and after September 01, 2023 (MDH 0901XX) and on and before September 16, 2023 (MDH 0916XX).			<b>MARKET APPLICABILITY:</b>	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input checked="" type="checkbox"/> CH
<b>CUSTOMER SYMPTOM:</b>	<b>Customer may experience the following:</b> <ul style="list-style-type: none"> <li>Right front door lock does not actuate from switch.</li> </ul>				
<b>CAUSE:</b>	Switch harness disconnected.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-312, date of issue November 16, 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 the door lock operation and possibly reconnecting the switch harness connector.

### CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-80-27-93	Inspect Right Front Door Operation (1 – Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-80-27-94	Inspect and Install Right Front Door Lock Switch Electrical Connector (1 – Semi-Skilled)	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 Diagnostic Trouble Codes (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 Inspection Procedure. **This bulletin applies only to vehicles on the RSU VIN list.**

## REPAIR PROCEDURE:

1. Test switch to see if door locks/unlocks.
2. Does the switch operate the door lock?
  - NO>>> Proceed to [Step 3](#).
  - YES>>> This bulletin has been completed. Use Inspection LOP (08-80-27-93) to close this active RSU.
3. Remove passenger door trim panel. Refer to the detailed service procedures listed in DealerCONNECT>ServiceLibrary>Service info>23 - Body / Doors - Front, Full / Panel, Door Trim / Removal.
4. Connect the wire harness connector to the switch.
5. Install passenger door panel. Refer to the detailed service procedures listed in DealerCONNECT>ServiceLibrary>Service info>23 - Body / Doors - Front, Full / Panel, Door Trim / Installation.

**NOTE: Check all customer interfaces for function when reassembled (locks, handles, mirrors, regulator, speaker).**

## POLICY:

Reimbursable within the provisions of the warranty.

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