

REFERENCE:	TSB: 23-028-24 GROUP: 23 - Body	Date:	May 7, 2024	REVISION:	23-094-23
VEHICLES AFFECTED:	2023 (JT) Jeep Gladiator This bulletin applies to vehicles built on and after March 07, 2023 (MDH 0307XX) on and before March 07, 2023 (MDH 0307XX).	MARKET APPLICABILITY:			
		<input type="checkbox"/> **NA** <input type="checkbox"/> MEA <input type="checkbox"/> SA <input checked="" type="checkbox"/> IAP <input checked="" type="checkbox"/> EE <input type="checkbox"/> CH			
CUSTOMER SYMPTOM:	Interior water leak at back glass (backlite) and hardtop, allowing water to leak into the vehicle at the lower passenger side corner Fig. 1.				
CAUSE:	Manufacturing issue				

This bulletin supersedes Technical Service Bulletin (TSB) 23-094-23, date of issue September 12, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and includes removing a market, an updated RSU statement, and adding a NA RSU cancellation note.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-259, 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.****

NOTE: **This proactive service action no longer applies for North America. Please follow published service procedures in Service Library to diagnose and repair the vehicle.**



Fig. 1
Water Leak At Backlite

REPAIR SUMMARY:

This bulletin involves inspecting the backlite for water leaks and possibly replacing the backlite if a leak is found.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-30-32-98	Glass, Rear Window Sliding Backlite - Inspect for Leaks / Water Test (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-30-32-99	Glass, Rear Window Sliding Backlite - Inspect and Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	2.3 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68365834AN	Glass, Backlite - Sliding	Normal Tint
1 (AR)	68343605AM	Glass, Backlite - Sliding	Deep Tint (Privacy)
1 (AR)	04864015AD	Kit, Glass	Windshield Install Adhesive 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. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Inspection Procedure.

- Using a hose, pour water over the outside right upper corner of the backlite continuously for five minutes.
- Was a water leak detected on the inside backlite lower corner [Fig. 1?](#)
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> Normal diagnosis should be performed. Use the Inspection LOP (23-30-32-98) to close the active RSU.

REPAIR PROCEDURE:

- Replace the backlite. Refer to the detailed service procedures listed in DealerConnect>Service Library under: 23 - Body / Stationary Glass / Backlite / Removal and Installation.

NOTE: Ensure the interior is dry before returning the vehicle to the customer.

POLICY:

Reimbursable within the provisions of the warranty.

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