

Technical Service Bulletin (TSB)
Left Rear Door Trim Panel Defective

REFERENCE:	TSB: 23-032-24 GROUP: 23 - Body	Date:	May 10, 2024	REVISION:	–
VEHICLES AFFECTED:	2024 (WS) Wagoneer / Grand Wagoneer This bulletin applies to vehicles built on or after January 17, 2024 (MDH 0117XX) and on or before February 21, 2024 (MDH 0221XX).			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 experience the following: <ul style="list-style-type: none"> • Rear left hand door panel might show broken plastic on the bottom of the door or nearby the map pocket. • Rear left hand door panel to door attachments or component attachments may break. 				
CAUSE:	Excessive amount of colorant on the door panels Fig. 1 .				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-085 date of issue May 09, 2024. 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.



Fig. 1
Brittle Door Panel Pulling Apart

REPAIR SUMMARY:

This bulletin involves replacing the rear left hand door panel.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-20-22-AF	Panel, Rear Door - Replace (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	7KS91SD4AA	Panel, Left Rear Door Trim	
1 (AR)	7KS91SD4AA	Panel, Left Rear Door Trim	
1 (AR)	7KS91SD4AA	Panel, Left Rear Door Trim	
1 (AR)	7KS91SD4AA	Panel, Left Rear Door Trim	
1 (AR)	7KS91TX7AA	Panel, Left Rear Door Trim	
1 (AR)	7KS93SD4AA	Panel, Left Rear Door Trim	
1 (AR)	7KS93TX7AA	Panel, Left Rear Door Trim	
1 (AR)	7LB05SD4AA	Panel, Left Rear Door Trim	
1 (AR)	7LB05TX7AA	Panel, Left Rear Door Trim	
1 (AR)	7LB07SD4AA	Panel, Left Rear Door Trim	
1 (AR)	7LB07TX7AA	Panel, Left Rear Door Trim	
1 (AR)	7LB09SD4AA	Panel, Left Rear Door Trim	
1 (AR)	7LB09TX7AA	Panel, Left Rear Door Trim	

NOTE:

When ordering parts, order by VIN number to ensure the correct part number is ordered

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the Repair Procedure. **This RSU only applies to vehicles on the RSU VIN list.**

REPAIR PROCEDURE:

1. Replace the left hand rear door trim panel. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Doors - Rear / Panel, Rear Door Trim / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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