

## Technical Service Bulletin (TSB) Right Front Door Glass Snowflaking

<b>REFERENCE:</b>	<b>TSB:</b> 23-040-24 <b>GROUP:</b> 23 - Body	<b>Date:</b>	May 29, 2024	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	<b>2023 (WL) Grand Cherokee</b> This bulletin applies to vehicles built on or after June 01, 2023 (MDH 0601XX) and on or before September 30, 2023 (MDH 0930XX).	<b>MARKET APPLICABILITY:</b>			
		<input type="checkbox"/> NA <input checked="" type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH			
<b>CUSTOMER SYMPTOM:</b>	The customer may comment on or one or more of the following: <ul style="list-style-type: none"> <li>Bubbles or a snowflake pattern on the right front door glass.</li> </ul>				
<b>CAUSE:</b>	Manufacturing defect of the right front door glass leading to contamination in the laminated layers				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-091, date of issue May 29, 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.

### REPAIR SUMMARY:

This bulletin involves inspecting the right front door glass and possibly replacing the door glass.

### CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-19-05-90	Glass, Door - Inspect Right Front (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-19-05-90	Glass, Door - Inspect And Replace Right Front (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.7 Hrs.
Failure Code	ZZ	Service Action	

### SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68449556AA	Glass, Front Door	WL Vehicle Series H or P
1 (AR)	68378776AA	Glass, Front Door	WL Vehicle Series R, S and T

## SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Trim Stick	C-4829A	Essential Tool

## 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.**

1. Inspect right front door glass for snowflaking/bubbling [Fig. 1](#). Effect is viewable from both inside and outside.



**Fig. 1**  
Door Glass Bubbling

**NOTE: Temperatures above 80° F (27° C) will accelerate the defects' appearance.**

2. Is there visible snowflaking/bubbling in the glass?
  - YES >>> Proceed to [Step 1](#) of the Repair Procedure.
  - NO >>> This bulletin has been completed. Use Inspect LOP (23-19-05-90) to close the active RSU.

## REPAIR PROCEDURE:

1. Replace the right front door glass. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info>23 - Body / Doors - Front / Glass, Door / Removal and Installation.

## POLICY:

Reimbursable within the provisions of the warranty.

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