

Technical Service Bulletin (TSB)
Right Side Door Trim Panels Not Secure

REFERENCE:	TSB: 23-045-24 GROUP: 23 - Body	Date:	June 14, 2024	REVISION:	-
VEHICLES AFFECTED:	2024 (WL) Grand Cherokee / Grand Cherokee L This bulletin applies to vehicles built on or after February 22, 2024 (MDH 0222XX) and on or before May 06, 2024 (MDH 0506XX).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> Both right door trim panels loose. Both right door panels rattles during music. 				
CAUSE:	Incorrect torque applied				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-098, date of issue June 13, 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 tightening trim bolts on both right doors to proper torque specifications.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-20-22-AG	Panel, Door Re-Torque Bolts (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	ZZ	Service Action	

DIAGNOSIS:

If the customer describes the symptom/condition above, perform the repair procedure.

SPECIAL TOOLS/EQUIPMENT:

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

REPAIR PROCEDURE:**1. NOTE: Repair Procedure is to be performed on both right side doors.**

Using a small flat bladed tool or equivalent, pull out on the interior right door handle and remove the trim cover located in the door handle cavity [Fig. 1](#).

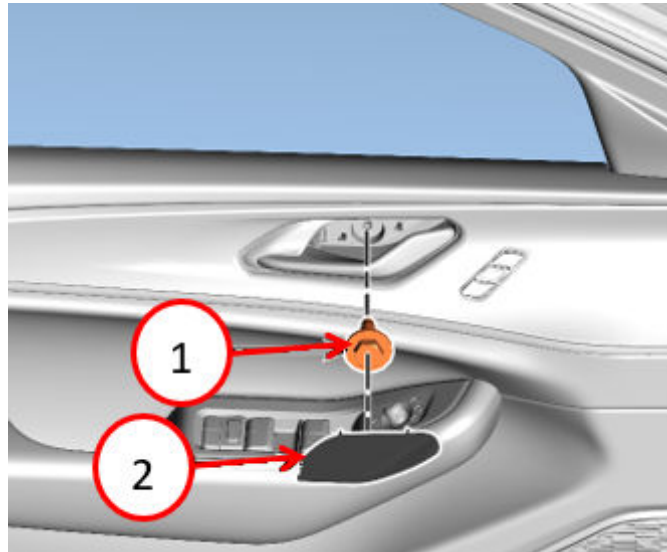


Fig. 1
Door Trim Interior Handle

1 - Door Trim Interior Handle Bolt
2 - Trim Cover

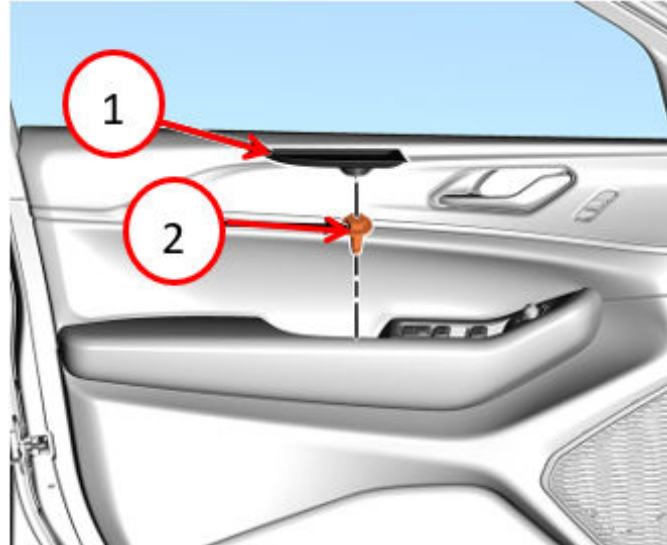
2. Using a small flat bladed tool or equivalent, remove the right pull cup trim mat [Fig. 2](#).

Fig. 2
Pull Cup Trim

1 - Pull Cup Trim Mat
2 - Door Trim Pull Cup Bolt

3. Verify trim bolts [Fig. 1](#) and [Fig. 2](#) are tightened to 8 N·m (71 In. Lbs.).
4. After trim bolts are tightened, place door trim panel screw covers back on.

POLICY:

Reimbursable within the provisions of the warranty.

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