

Technical Service Bulletin (TSB)
Right Front Door Glass Snowflaking

| | | | | | |
|---------------------------|--|--|---------------|------------------|-----------|
| REFERENCE: | TSB: 23-040-24 REV. A GROUP: 23 - Body | Date: | June 18, 2024 | REVISION: | 23-040-24 |
| VEHICLES AFFECTED: | 2023 (WL) Grand Cherokee **/ Grand Cherokee L** This bulletin applies to vehicles built on or after June 01, 2023 (MDH 0601XX) and on or before September 30, 2023 (MDH 0930XX). | MARKET APPLICABILITY: | | | |
| | | <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 | | | |
| CUSTOMER SYMPTOM: | The customer may comment on or one or more of the following: <ul style="list-style-type: none"> Bubbles or a snowflake pattern on the right front door glass. | | | | |
| CAUSE: | Manufacturing defect of the right front door glass leading to contamination in the laminated layers | | | | |

This bulletin supersedes Technical Service Bulletin (TSB) 23-040-24, date of issue May 29, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include and updated model and LOP.

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. |
| **23-19-05-91** | 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.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.