

Technical Service Bulletin (TSB)

Hood Hinge Nuts Not Secure

REFERENCE:	TSB: 23-047-24 GROUP: 23 - Body	Date:	August 10, 2024	REVISION:	–
VEHICLES AFFECTED:	2024 (WL) Jeep Grand Cherokee / Grand Cherokee L This bulletin applies to vehicles built on or after June 04, 2024 (MDH 0604XX) and on or before June 08, 2024 (MDH 0608XX).			MARKET APPLICABILITY: <div><input checked="" type="checkbox"/> NA<input type="checkbox"/> MEA</div> <div><input type="checkbox"/> SA<input type="checkbox"/> IAP</div> <div><input type="checkbox"/> EE<input type="checkbox"/> CH</div>	
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none">Hood flutter or looseness at hood back corner.				
CAUSE:	Inadequate torque on hood fasteners				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-115, date of issue August 10, 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 torquing hood hinge-to-hood fasteners.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-40-50-93	Hinge, Hood - Verify Proper Torque (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-40-50-94	Hinge, Hood - Verify Proper Torque and Adjust as Needed (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	ZZ	Service Action	

DIAGNOSIS:

If a customers VIN is listed in VIP or your RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

REPAIR PROCEDURE:

1. Open hood.
2. Inspect the torque on the hood-to-hood hinge fasteners.
3. Are the fasteners torqued to spec?
 - YES>>> The RSU does not apply. Use Inspect LOP (23-40-50-93) to close this active RSU.
 - NO>>> Proceed to [Step 4](#).
4. Tighten hood hinge fasteners to 23 N·m (17 Ft. Lbs.). Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Hood / Hood / Removal and Installation for alignment instructions.
5. Close hood.

POLICY:

Reimbursable within the provisions of the warranty.

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