

Technical Service Bulletin (TSB) Right Front Door Glass Snowflaking

REFERENCE:	TSB: 23-040-24 REV. B GROUP: 23 - Body	Date:	October 31, 2024	REVISION:	23-040-24 REV. A
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 type="checkbox"/> SA <input type="checkbox"/> EE	<input checked="" type="checkbox"/> MEA <input type="checkbox"/> IAP <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 REV. A, date of issue June 18, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated LOP numbers and LOP time.

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
23-30-10-9P	Glass, Door - Inspect Right Front (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-30-10-9R	Glass, Door - Inspect And Replace Right Front (1 - Semi-Skilled)	6 - Electrical and Body Systems	**0.8 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 ****(23-30-10-9P)**** 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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