

REFERENCE:	TSB: 23-019-26 GROUP: 23 - Body	Date:	May 22, 2026	REVISION:	23-011-23 REV. A
VEHICLES AFFECTED:	2021 -**2027** (WL) Grand Cherokee This bulletin applies to vehicles equipped with ATC W/4 Zone Temp Control (Sales Code HAL) and/or ATC W/3 Zone Temp Control (Sales Code HAH).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input checked="" type="checkbox"/> CH <input checked="" type="checkbox"/> EE <input checked="" type="checkbox"/> IAP <input checked="" type="checkbox"/> SA <input checked="" type="checkbox"/> MEA NOTE: **This bulletin applies to the North and South America, Enlarged Europe, India & Asia Pacific, Middle East & Africa and China markets.**	
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none"> When the rear heat temperature is set at or near max hot output, the front center console's surfaces, first row and second row cup holders and storage bins are getting warm to the touch. 				
CAUSE:	Center console insulator				

This bulletin supersedes Technical Service Bulletin (TSB) 23-011-23 REV. A, date of issue July 12, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include additional model years, new market note and new Repair Procedure note.

REPAIR SUMMARY:

This bulletin involves removing the front center console and installing an insulator foam pad on top of the Center Console air duct.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-14-05-91	Cover, Front Floor Air Duct, Install (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1	68626851AA	Cover, Insulation	

NOTE: No fasteners, clip or adhesives are needed to install the foam pad.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

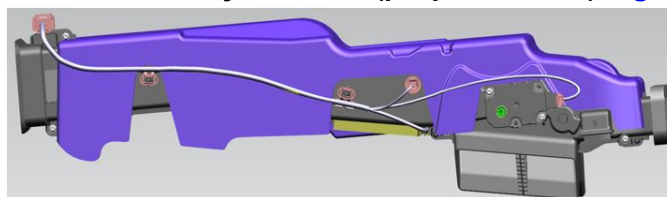
If the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

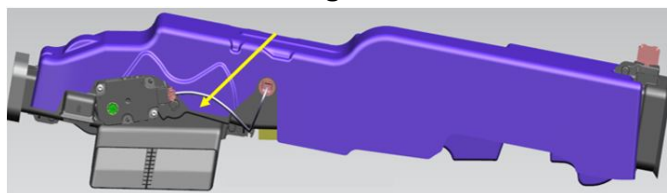
1. Remove the front floor console. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>23 - Body / Interior / Console, Floor / Removal.

NOTE: The air duct does not need to be removed.

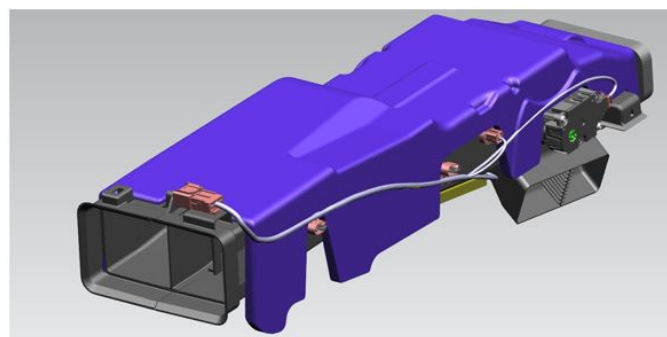
NOTE: When installing the cover make sure not to cover the wire harness on the floor duct. The photos below show the covers already installed (purple in color) [Fig. 1](#), [Fig. 2](#) and [Fig. 3](#).



**Fig. 1
Passenger's Side**



**Fig. 2
Driver's Side**



**Fig. 3
Overview**

2. Check if there is a wire harness retainer is properly attached to the underside of the console [Fig. 4](#).



Fig. 4
Retainer Clip Not Attached

3. If retainer clip is not attached, peel off paper from adhesive and stick retainer clip to the underside of the console [Fig. 5](#).

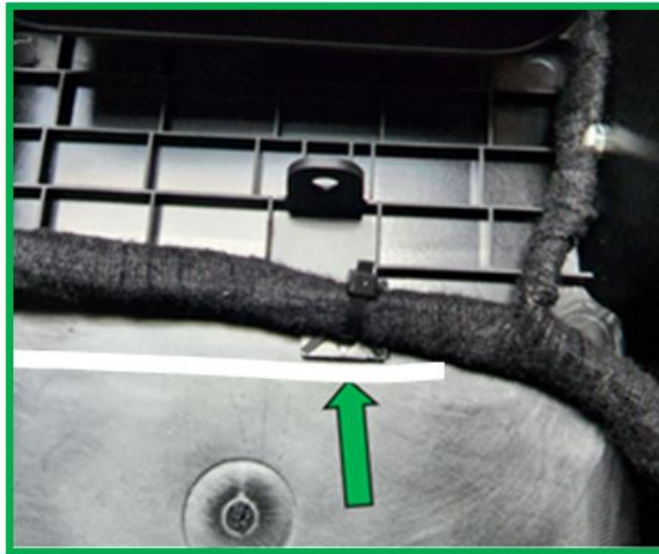


Fig. 5
Retainer Clip Properly Attached

4. Install the front floor center console. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Interior / Console, Floor / Installation.

NOTE: **For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.**

POLICY:

Reimbursable within the provisions of the warranty.

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