

Technical Service Bulletin (TSB)
Damaged Hood Bumpers

REFERENCE:	TSB: 23-020-26 GROUP: 23 - Body	Date:	May 28, 2026	REVISION:	—
VEHICLES AFFECTED:	2026 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built on or after November 25, 2025 (MDH 1125XX) and on or before January 23, 2026 (MDH 0123XX).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> CH <input type="checkbox"/> EE <input type="checkbox"/> IAP <input type="checkbox"/> SA <input type="checkbox"/> MEA NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers may comment on one or more of the following: <ul style="list-style-type: none"> Excessive hood under flush to fenders. One or both adjustable hood bumpers are broken. 				
CAUSE:	Material defect				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-093, date of issue May 28, 2026. 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 replacing both hood bumpers.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-41-43-90	Hood Bumpers - Replace Both (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	ZY	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
2	68775115AA	Bumper, Hood	

DIAGNOSIS:

If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Trim Stick	C-4755	Essential Tool

REPAIR PROCEDURE:

1. Open the hood.
2. Remove the 10 closeout panel fasteners [Fig. 1](#).



Fig. 1
Bumpers And Closeout Fasteners

1 - Closeout Panel Fasteners
2 - Plastic Bumper

3. Remove the close out panel.
4. Using a trim stick or equivalent, pry the plastic bumpers assemblies [Fig. 1](#) upward to release the locking tabs [Fig. 2](#) from the body.



Fig. 2
New Bumper Assemblies

5. Compare the old bumper height to the new bumper and adjust the new bumpers to the same heights [Fig. 2](#).
6. Install two new hood bumpers to the body by pressing the bumpers into body mounting holes.
7. Install the closeout panel [Fig. 1](#) using the 10 fasteners.
8. Close the hood.
9. Verify flushness and gaps if needed. Adjust both bumpers if required to achieve flush hood to fender gaps. Refer to the detailed service procedures listed in DealerCONNECT> Service Library under: 31 - Collision Information / Technical Specifications (**Gap and Flush Dimensions**).

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.