

Technical Service Bulletin (TSB)

Sunroof Shade Binding

REFERENCE:	TSB: 23-027-26 GROUP: 23 - Body	Date:	July 15, 2026	REVISION:	—
VEHICLES AFFECTED:	2026 (WL) Jeep Grand Cherokee / Grand Cherokee L This bulletin applies to vehicles built on or after May 04, 2026 (MDH 0504XX) and equipped with a Dual-Pane Panoramic Sunroof (Sales Code GWJ).			MARKET APPLICABILITY: ☒ NA☐ CH ☐ EE☐ IAP ☐ SA☐ MEA NOTE: This bulletin applies to the North America markets.	
CUSTOMER SYMPTOM:	Customers may experience the following: The sunroof sunshade is binding or sticking while opening or closing the sunshade. NOTE: Some second row microphone harness connector foam pads may be catching on the sunroof sunshade track causing this condition.				
CAUSE:	Second row microphone harness connector foam pad				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-128, date of issue July 15, 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 inspecting the second row microphone harness connector foam pad and possibly repositioning the foam pad.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-60-86-90	Microphone Harness Connector - Inspect Foam Pad for Proper Location (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
08-60-86-91	Microphone Harness Connector - Inspect and Reposition Foam Pad (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	ZY	Service Action	

SPECIAL TOOLS/EQUIPMENT:

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

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: It is not necessary to remove the headliner for this Repair Procedure.

1. Using a trim stick or equivalent, remove the trim ring from the dome lamp/Fam Cam interior camera [Fig. 1](#).



Fig. 1

Dome Lamp/Fam Cam Trim Ring

2. From the rear of the sunroof opening, release the four hook and loop fasteners from around the sunroof opening by pulling down on the headliner [Fig. 2](#) and [Fig. 3](#).

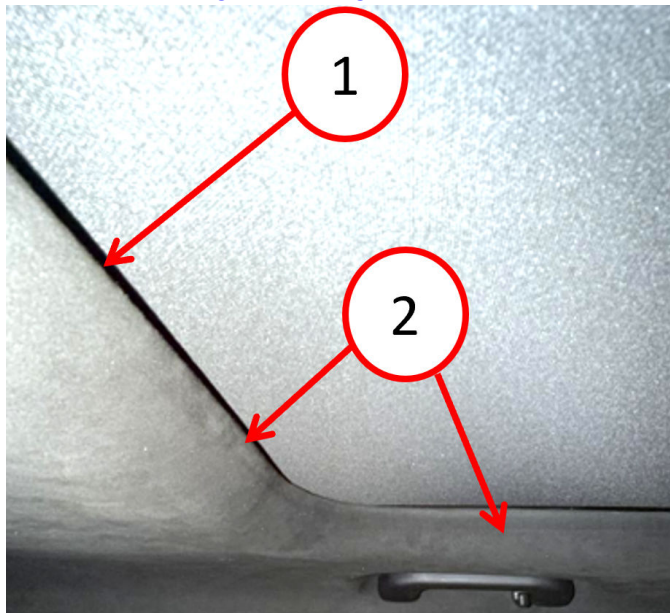


Fig. 2

Two Of Four Hook And Loop Fasteners To Release

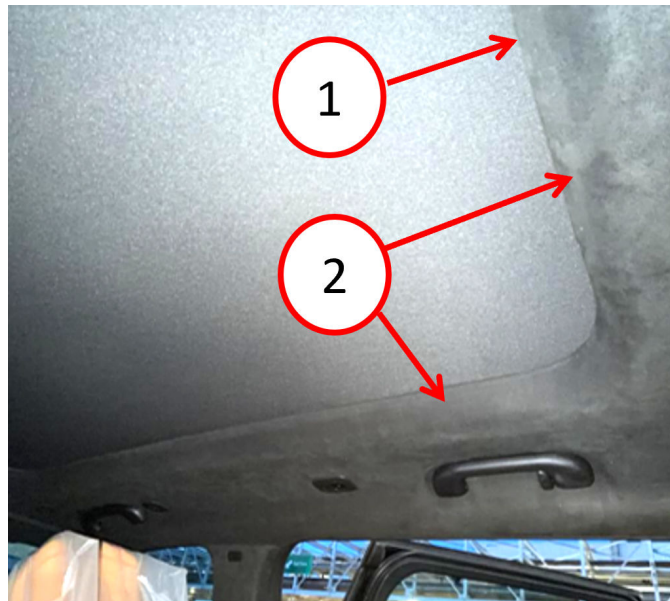


Fig. 3

Four Of Four Hook And Loop Fasteners To Release

1 - Rear Of Headliner

2 - Hook And Loop Fasteners To Release

3. Pull down the headliner from the rear of the opening to locate the second row microphone harness connector foam pad [Fig. 4](#).



Fig. 4

Microphone Assembly Positioned On Back Headliner

4. Inspect the foam pad to verify the microphone harness connector foam pad is positioned behind the microphone [Fig. 5](#).

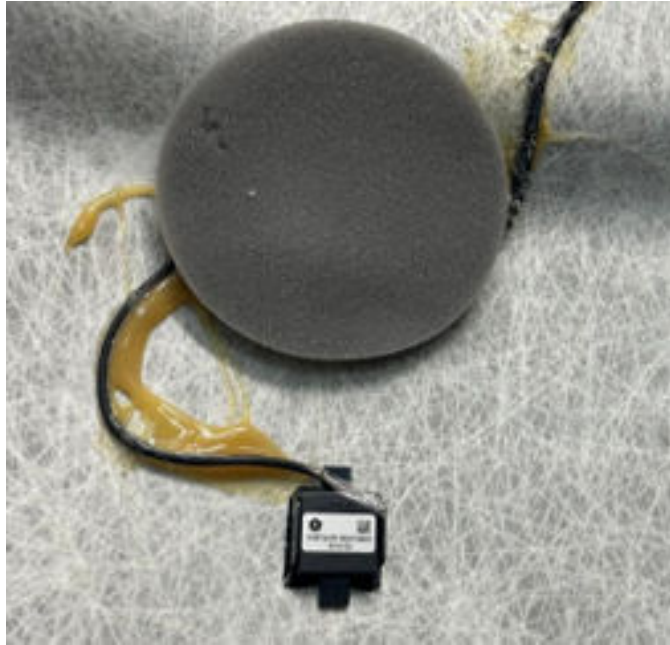


Fig. 5

Correctly Positioned Foam Pad Behind The Microphone

5. Is the harness connector foam pad positioned behind the microphone [Fig. 5](#)?
 - YES >>> This bulletin has been completed. Use Inspect LOP (08-60-86-90) to close the active RSU.
 - NO >>> Proceed to [Step 6](#).

IMPORTANT! Do not reposition the microphone connector. Only reposition the foam pad.

6. Carefully remove the foam pad from the microphone connector and headliner, and relocate the foam pad to behind the microphone [Fig. 5](#).
7. Fasten the headliner to the four hook and loop fasteners [Fig. 2](#) and [Fig. 3](#).
8. Install the trim ring on the dome lamp/Fam Cam interior camera [Fig. 1](#).

POLICY:

Reimbursable within the provisions of the warranty.

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