



NUMBER: 08-003-14 REV. A

GROUP: Electrical

DATE: December 05, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-002. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Integrated Center Stack Missing Buttons

OVERVIEW:

This bulletin involves replacing the integrated center stack (ICS) bezel.

MODELS:

2014 (WK) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles built on or after July 20, 2013 (MDH 0720XX) and on or before October 7, 2013 (MDH 1007XX) Summit Edition (AAU) equipped with Front & Rear Park Assist (sales code XAG) and Forward Collision Warning (sales code LSR).

SYMPTOM/CONDITION:

Summit Edition (sales code AAU) vehicles built with incorrect ICS, missing buttons for Front & Rear Park Assist (sales code XAG) and Forward Collision Warning (sales code LSR).

DIAGNOSIS:

Prior to completing this RRT refer to your VIN list or run a VIP on the day of repair to confirm coverage eligibility. Make sure eligibility is confirmed before proceeding with the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure under the terms of the warranty.

PARTS REQUIRED:

Qty.	Part No.	Description
1	05091842AF	Integrated Center Stack
1	5MT20DX9AA	OUTLET, Air Conditioning & Heater, Inboard (Center Right)
1	5MT21DX9AA	OUTLET, Air Conditioning & Heater, Inboard (Center Left)

REPAIR PROCEDURE:

1. Inspect the ICS button content for the Front & Rear Park Assist and Forward Collision Warning buttons (Fig. 1).
 - a. Buttons missing, only two buttons in lower row (1) >>> Proceed with Repair Procedure.
 - b. Buttons present, four buttons in lower row (2) >>> Repair Procedure does not apply, return vehicle to customer.

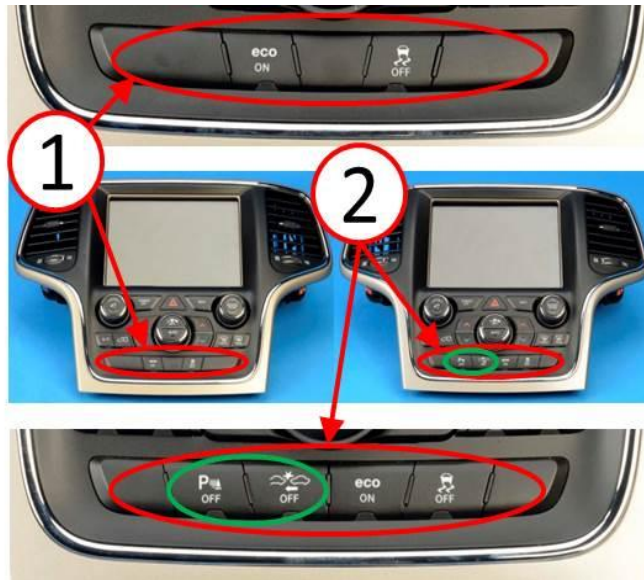


Fig. 1 ICS Button Content Inspection

- 1 - Buttons Missing - Replace ICS
- 2 - Buttons Present - Correct ICS

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2. Unpack the NEW ICS bezel (1) and HVAC outlets (2). Place ICS bezel face down on a clean padded surface. Determine the proper location of the HVAC outlets. HVAC outlets are labeled LH and RH (Fig. 2).



Fig. 2 New ICS Components

- 1 - ICS Bezel
- 2 - HVAC outlets

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3. Install one HVAC outlet at a time. Rotate the top ribs of HVAC outlet into the upper attachment features of ICS Bezel (Fig. 3).



Fig. 3 HVAC Outlet Upper Attachment

- 1 - Attachment Features
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4. Apply equal pressure with palm of hand to the bottom portion of the HVAC outlet (1) to engage the remaining HVAC outlet to ICS bezel (2) attachment features (Fig. 4).



Fig. 4 HVAC Outlet Lower Attachment

- 1 - HVAC outlet
- 2 - ICS Bezel

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5. Ensure the lower inner corner of the HVAC outlet is properly attached (Fig. 5).

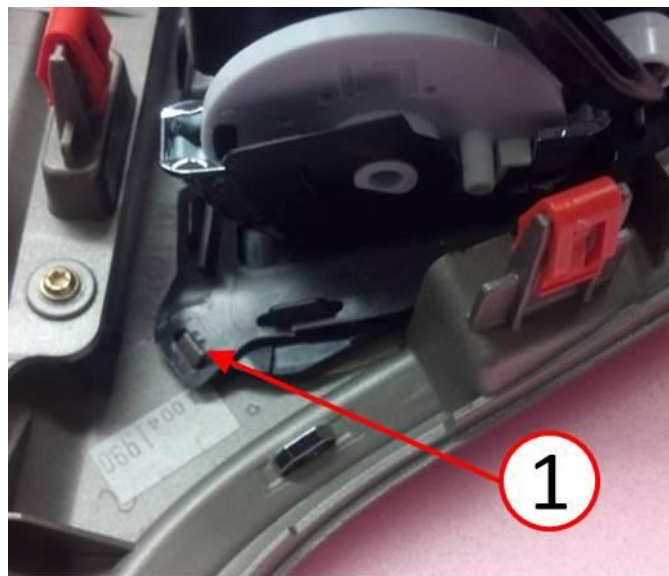


Fig. 5 HVAC Outlet Lower Inner Corner Attachment

- 1 - Attachment Feature
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6. Ensure the lower outer corner of the HVAC outlet is properly attached ([Fig. 6](#)).

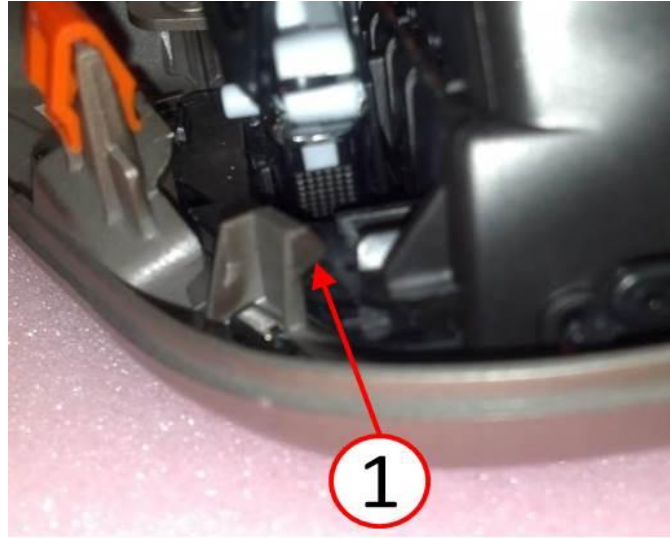


Fig. 6 HVAC Outlet Lower Outer Corner Attachment

1 - Attachment Feature

7. Ensure the inner side edge of the HVAC outlet is properly attached ([Fig. 7](#)).

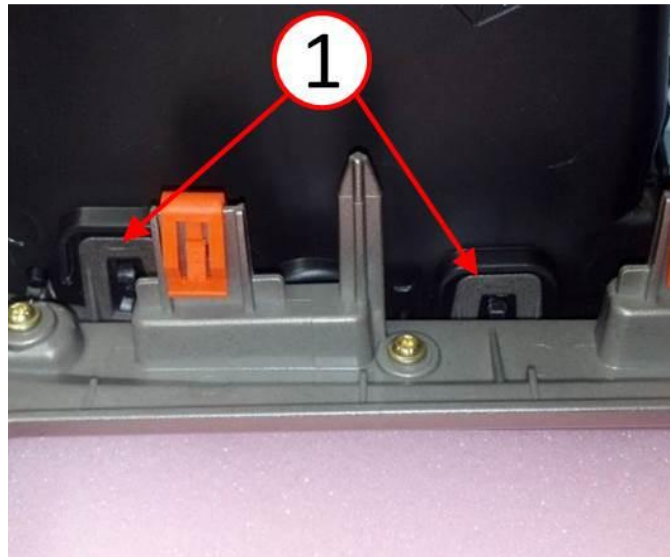


Fig. 7 HVAC Outlet Inner Side Edge Attachment

1 - Attachment Features

8. Ensure that the linkage arm is attached to the damper door lever (1) and the control-wheel (2) ([Fig. 8](#)).

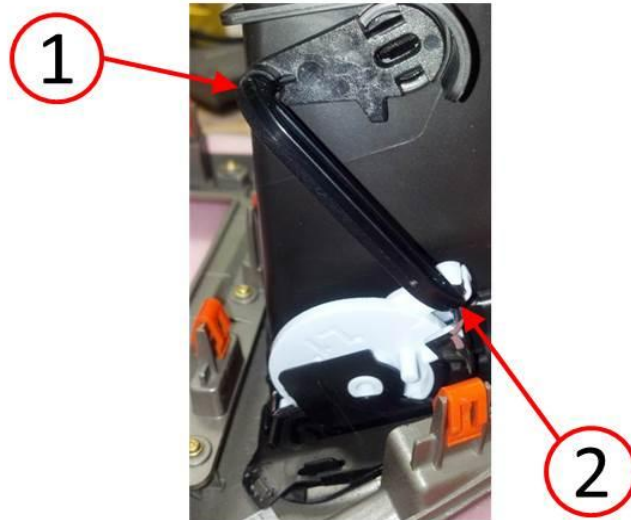


Fig. 8 HVAC Outlet Linkage Attachment

- 1 - Damper Door Lever
- 2 - Control-Wheel

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9. Ensure there are no gaps between the ICS bezel and the HVAC outlet perimeter mating surface (1) (Fig. 9).
 10. Using the center-knob (2), cycle the air vanes up, down, and side to side to ensure they move freely (Fig. 9).
 11. Cycle the control-wheel (3) side to side while inspecting the damper door is functioning properly in open and closed positions (Fig. 9).

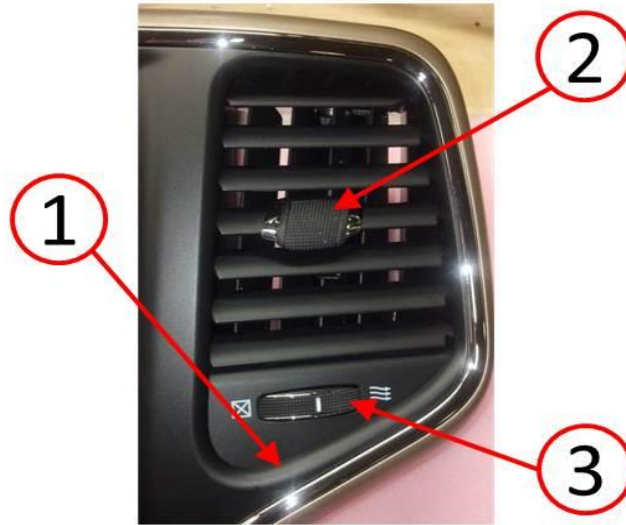


Fig. 9 HVAC Outlet Installation And Function

- 1 - HVAC Outlet Mating Surface
- 2 - Center-Knob
- 3 - Control-Wheel

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- 12. Repeat steps 3 through 11 for opposite side HVAC outlet installation to ICS bezel.
 - 13. Open console bin door and grasp bottom edge of ICS bezel (1) (Fig. 10).
 - 14. Pull firmly rearward to disengage the lower attachment clips (2) (Fig. 10).

NOTE: Do not use a trim stick to remove the center stack as damage to instrument panel surface is possible.



Fig. 10 ICS Bezel Removal Lower

- 1 - ICS Bezel
- 2 - HVAC Outlets

15. Continue working around the ICS Bezel to disengage the remaining attachment clips on the right side and left side grasping inside the display screen opening ([Fig. 11](#)).

NOTE: Verify that no damage has been done to wood appliques.



Fig. 11 ICS Bezel Removal Upper

1 - ICS Bezel

- 16. Disconnect the electrical connector from the ICS ([Fig. 12](#)).
- 17. Connect the electrical connector to the NEW ICS ([Fig. 12](#)).

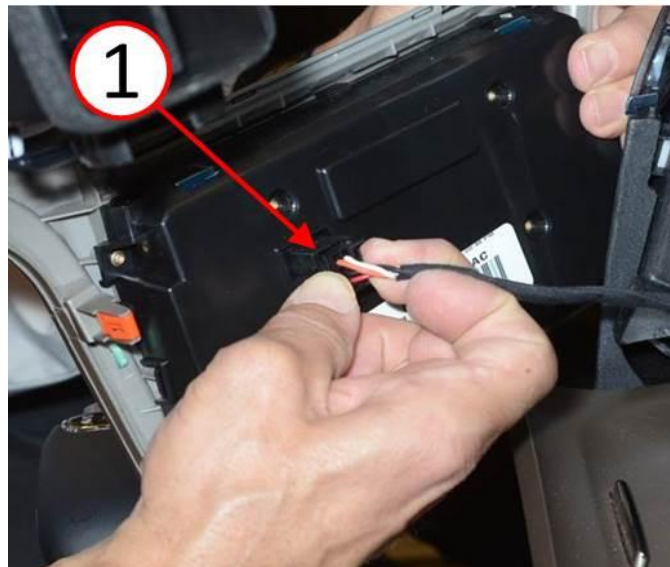


Fig. 12 ICS Electrical Connector

1 - Electrical Connector

- 18. Gently wiggle the ICS bezel into place ensuring the HVAC outlets properly engage the HVAC ducts ([Fig. 13](#)).



Fig. 13 ICS Bezel Installation

1 - ICS Bezel

19. Using both hands firmly push on the perimeter of the ICS bezel to fully engage the attachment clips (Fig. 14).

NOTE: Verify that no damage has been done to wood appliques.



Fig. 14 ICS Bezel Installation

1 - Plastic Injection Molding Flash Bump

20. After seating the ICS bezel check for gaps around the perimeter to insure the ICS bezel is flush and properly installed to the instrument panel (Fig. 15).



Fig. 15 ICS Bezel Installation Inspection

1 - ICS Bezel Perimeter

- 21. Turn the vehicle to “Run” and perform a basic functional check operating the knobs and buttons to verify the ICS functions properly.
- 22. If ICS operates properly, repair is complete.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-11-23-90	Inspect And Replace Integrated Center Stack Bezel (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-11-23-91	Inspect Only (0 - Unskilled) Use With Special Service LOP Only		0.0 Hrs.

Labor Operation No:	Special Service	Amount
95-23-30-91	Inspect Only (0 - Unskilled)	\$5.00

NOTE: Inspection fee is only applicable during the active RRT coverage and paid in US dollars.

FAILURE CODE:

ZZ	Service Action
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