



NUMBER: 23-001-19 REV. B

GROUP: 23 - Body

DATE: August 10, 2019

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This bulletin supersedes service bulletin 23-001-19 REV. A, dated January 19, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include revised parts descriptions and parts note.**

SUBJECT:

Dash and Door Appliques Delaminating - X77 Warranty Extension

OVERVIEW:

This bulletin involves replacing carbon fiber interior trim appliques that have suffered delamination issues.

MODELS:

2012 - 2017 (WK) Jeep Grand Cherokee (SRT Only)

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, LATAM and EMEA.

NOTE: This bulletin applies to vehicles equipped with a 6.4L V8 SRT Hemi MDS (Sales Code ESG) with Real Carbon Fiber Interior Accents.

SYMPTOM/CONDITION:

Some customers may comment on one of the following (Fig. 1) :

- The carbon fiber inner doors and instrument panel appliques are delaminating.
- The outer layer of a carbon fiber applique is separating from the inner layer.



Fig. 1
Carbon Fiber Applique Delaminating Example

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
**1 (AR)	1WZ99AAAAB	Applique Passenger Side (Bright Chrome - LHD)
1 (AR)	1WZ97AAAAB	Applique Driver Outboard (Bright Chrome - LHD)
1 (AR)	6LG16AAAAB	Applique Driver Inboard (Bright Chrome - LHD)
1 (AR)	1XA03AAAAB	Applique Driver Outboard (RHD)
1 (AR)	1XA05AAAAB	Applique Passenger Side (RHD)
1 (AR)	6EG96AAAAB	Applique Driver Outboard (w/Lt Blk Chr - LHD)**
1 (AR)	68330308AB	Front Door RH Applique
1 (AR)	68330309AB	Front Door LH Applique (Gloss w/Lt Blk Chr)
1 (AR)	68330314AB	Right Rear Door RH Applique (Gloss w/Lt Blk Chr)
1 (AR)	68330315AB	Right Rear Door LH Applique (Gloss w/Lt Blk Chr)
1 (AR)	6EG97SZSAC	Driver Inboard Applique
1 (AR)	68377220AA	Applique Right Front Door (Bright Chrome)
1 (AR)	68377221AA	Applique Left Front Door (Bright Chrome)
1 (AR)	68377222AA	Applique Right Rear Door (Bright Chrome)
1 (AR)	68377223AA	Applique Left Rear Door (Bright Chrome)

NOTE: **This service bulletin does not cover replacement of all trim pieces (Fig. 2) and only the listed parts and subsequent superseded Part No's. are covered. Only replace the trim pieces showing delamination issues and on the above parts list.**

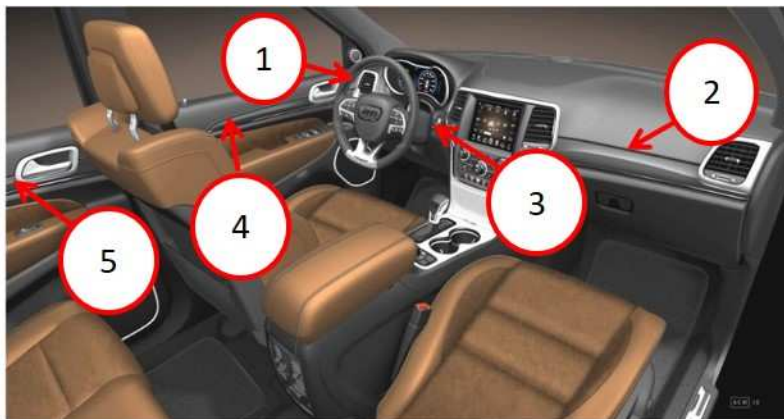


Fig. 2

Covered Carbon Fiber Appliques

- 1 - Driver Outboard Applique
- 2 - Passenger Applique
- 3 - Driver Inboard Applique
- 4 - Front Door Applique
- 5 - Rear Passenger Door Applique

REPAIR PROCEDURE:

NOTE: This service bulletin does not cover replacement of all carbon fiber trim pieces. Only replace the carbon fiber trim pieces showing delamination issues.

Instrument Panel (IP) (Passenger Side) Applique Replacement:

1. Remove the center IP bezel. Refer to the detailed procedures available in DealerCONNECT > Service Library under: 23 - Body/IP/Bezel, Instrument Panel, Center/Removal.
2. Using a 7 mm socket, remove one inboard screw (Fig. 3) .



Fig. 3
Screw and End Cap

3. Loosen the passenger door seal and remove the IP end cap (Fig. 3) .

NOTE: The outer air vent and applique must be removed at the same time. There are two screws on the reverse side of the applique holding the vent to the applique.

- Using a hook tool or small screw driver, disengage the outboard clips. Access the clips by going through the air vent (Fig. 4) and (Fig. 5) .



Fig. 4
Retaining Clips

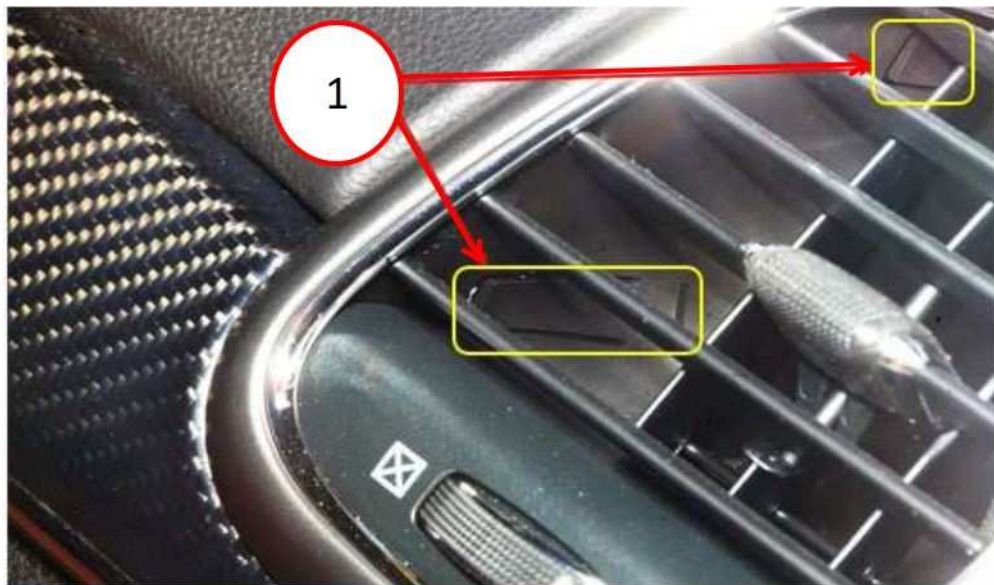


Fig. 5
Retaining Clip Location Inside Vent

1 - Outboard Clips

NOTE: To disengage the retainers that are located in the vent, pull out on the applique a small amount while disengaging the clips.

- Using a trim stick, disengage the remaining clips that hold the applique to the IP.

6. Using a T-10 Torx, remove the two screws that hold the air vent to the applique (Fig. 6) . Discard applique.



Fig. 6
Retaining Screws for the Air Vents

7. Using a T-10 Torx, install the air vent to the new applique with two screws.
8. Install the applique assembly to the IP by applying light pressure to the applique to engage the clips.
9. Install the one inboard screw using a 7 mm socket.
10. Install the IP end cap and door seal.
11. Install the center IP bezel. Refer to the detailed procedures available in DealerCONNECT > Service Library under: 23 - Body/IP/Bezel, Instrument Panel, Center/Installation.

IP (Driver Side) Applique Replacement:

Inboard Applique:

1. Remove the center IP bezel. Refer to the detailed procedures available in DealerCONNECT > Service Library under: 23 - Body/IP/Bezel, Instrument Panel, Center/Removal.
2. Using a trim stick, separate the steering column trim ring from the IP.

3. Using a 7 mm socket, remove the two screws holding the applique to the IP (Fig. 7) .

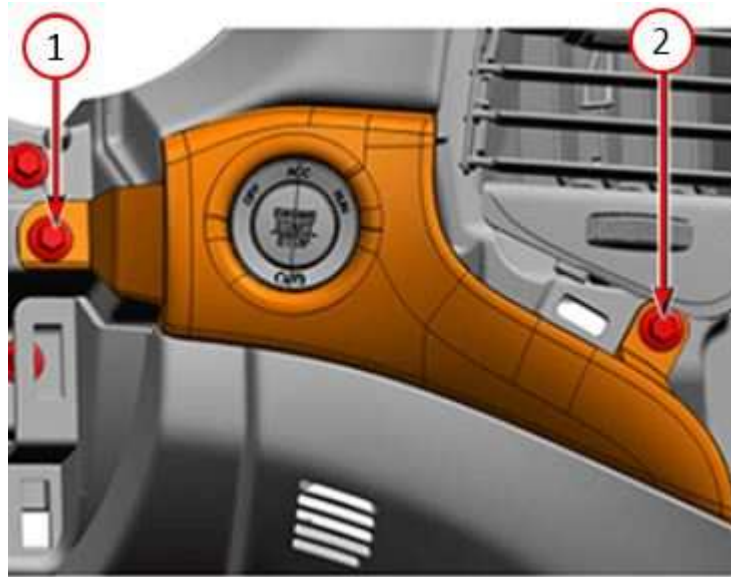


Fig. 7
7 mm Retaining Screws

- 1 - Retaining Screw
2 - Retaining Screw
-

4. Disengage the remaining clips and remove the applique.
5. Disengage the connector for the Keyless Ignition Node (KIN).
6. Using a T-10 Torx, remove the two screws that hold the KIN to the applique (Fig. 8) . Discard applique.

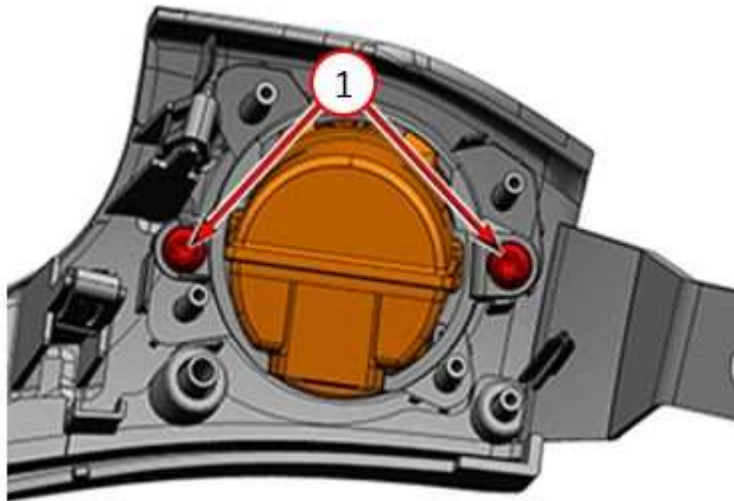


Fig. 8
KIN Trim Retaining Screws

- 1 - Torx Screws
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7. Install the KIN on the new applique with two screws.
8. Reconnect the KIN connector to the back of the KIN.
9. Install the new applique to the IP by pushing the applique to engage the clips.
10. Using a 7 mm socket, install the two screws (Fig. 8) .

11. Install the center IP bezel. Refer to the detailed procedures available in DealerCONNECT > Service Library under: 23 - Body/IP/Bezel, Instrument Panel, Center/Installation.

Outboard Applique:

1. Loosen the driver door seal and remove IP end cap.
2. Remove the knee blocker. Refer to the detailed procedures available in DealerCONNECT > Service Library under: 10 - Restraints/Air Bag, Knee Blocker/Removal.
3. Using a 7 mm socket, remove one screw (Fig. 9) .



Fig. 9
Retaining Screw

4. Using a hook tool or small screw driver, disengage air vent outboard clips and remove applique assembly.
5. Using a T-10 Torx, remove the two screws that hold the air vent to the applique. Discard applique.
6. Install the air vent to the new applique with two T-10 Torx screws.
7. Install the applique assembly to the IP by pushing the applique to engage the clips.
8. Using a 7 mm socket, install the one inboard screw.
9. Install the knee blocker. Refer to the detailed procedures available in DealerCONNECT > Service Library under: 10 - Restraints/Air Bag, Knee Blocker/Installation.
10. Install the IP end cap and door seal.
11. Install the center stack bezel. Refer to the detailed procedures available in DealerCONNECT > Service Library under: 23 - Body/IP/Bezel, Instrument Panel, Center/Installation.

Door Applique Replacement:

1. Remove the front or rear door panels. Refer to the detailed procedures available in DealerCONNECT > Service Library under: 23 - Body/Door - Front/Panel, Door Trim/Removal and 23 - Body/Door - Rear/Panel, Door Trim/Removal.

2. Place the door panel on a clean surface and using a T-20 Torx remove the retaining screws that hold the applique to the door panel. Discard applique(s). Note the locations of the seven front door panel retaining screws and six screws for the rear door panel (Fig. 10) and (Fig. 11) . Repeat this step for any door panel.

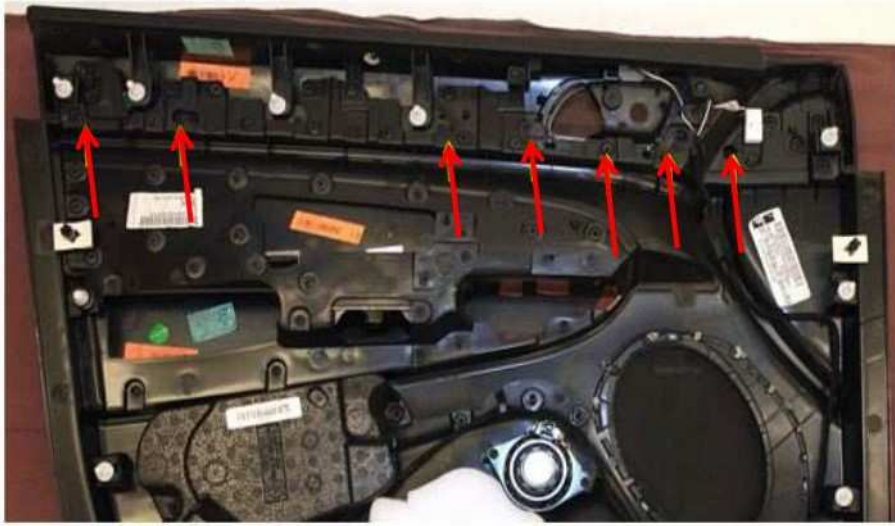


Fig. 10
Seven Retaining Screws on the Front Door Panel



Fig. 11
Six Retaining Screws on the Rear Door Panel

3. Using a T-20 Torx, install the new applique on the door panel and tighten the seven screws. Repeat this step for any front or rear door panel.
4. Install the front or rear door panel. Refer to the detailed procedures available in DealerCONNECT > Service Library under: 23 - Body/Door - Front/Panel, Door Trim/Installation and 23 - Body/Door - Rear/Panel, Door Trim/Installation.

POLICY:

Vehicles included in this Service Bulletin have a tiered warranty extension to 5 years total or 1 year from notification for vehicles already out of the 5 year warranty period for this repair. See Warranty Bulletins: U.S. D-18-35, Canada SAB 2018-27, Mexico CAS-085-18 or International ID-18-31 for details associated with the warranty extension.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-22-9K	Appique, Instrument Panel - Replace Driver Side Outboard (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 Hrs.
23-20-22-9L	Appique, Instrument Panel - Replace Driver Side Inboard (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-22-9N	Appique, Front Door Panel - Replace Left Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-22-9M	Appique, Instrument Panel - Replace Passenger Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
23-20-22-9P	Appique, Front Door Panel - Replace Right Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-22-9R	Appique, Rear Door Panel - Replace Right Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-22-9Q	Appique, Rear Door Panel - Replace Left Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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