



NUMBER: 23-012-15

GROUP: Body

DATE: March 31, 2015

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SUBJECT:

Cargo Compartment Load Floor Panel Latch Handle Broken

OVERVIEW:

This bulletin involves replacing the cargo compartment load floor panel latch handle.

MODELS:

2014 - 2015	(WK)	Jeep Grand Cherokee
2014 - 2015	(WD)	Dodge Durango

NOTE: This bulletin applies to vehicles built on or before November 26, 2014 (MDH 1126XX).

SYMPTOM/CONDITION:

The customer may describe a broken cargo compartment load floor panel latch handle.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	6BE97DX9AA	Cargo Compartment Load Floor Latch Handle (Black)
1 (AR)	6BE97LC5AA	Cargo Compartment Load Floor Latch Handle (Indigo Blue)
1 (AR)	6BE97LU5AA	Cargo Compartment Load Floor Latch Handle (Jeep Brown)
1 (AR)	6BE97HL1AA	Cargo Compartment Load Floor Latch Handle (Lt. Frost Beige)

REPAIR PROCEDURE:

1. Remove the cargo compartment load floor panel (1) from the vehicle ([Fig. 1](#)).



Fig. 1 Remove Cargo Compartment Load Floor Panel

1 - Cargo Compartment Load Floor

2. Release the tether strap hook retainer (1) from the load floor panel (Fig. 2).
3. Remove and discard the two latch handle screws (2) from the latch handle (Fig. 2).



Fig. 2 Remove Screws And Tether With Hook

1 - Latch Handle Screws
2 - Tether Strap With Hook

4. Remove and discard the latch handle cover (1) from the latch handle (Fig. 3).
5. Remove and discard the latch handle (2) from the load floor panel (Fig. 3).

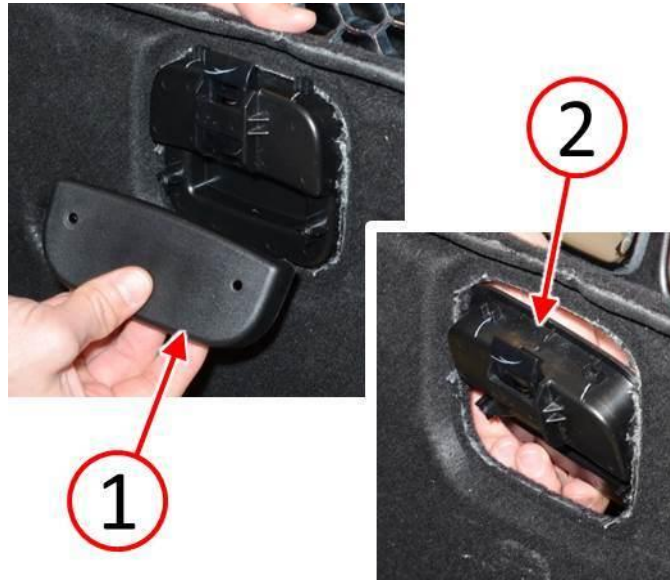


Fig. 3 Remove Latch Handle

- 1 - Latch Handle Cover
 - 2 - Latch Handle
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6. Obtain the NEW load floor panel latch handle service kit (Fig. 4).

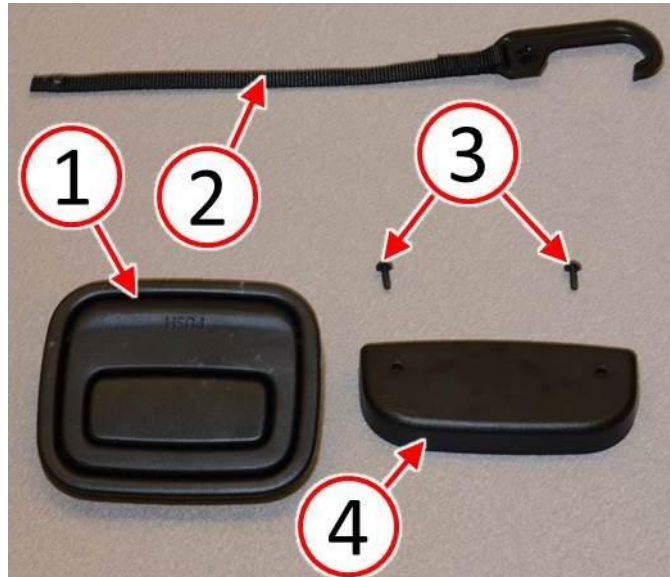


Fig. 4 Latch Handle Parts Kit

- 1 - Latch Handle
 - 2 - Tether Strap With Hook
 - 3 - Latch Handle Screws
 - 4 - Latch Handle Cover
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NOTE: Ensure that the latch handle retainer tabs (2) properly engage the bottom side of the load floor panel (Fig. 5).

7. Install the NEW latch handle (1) to the load floor panel (Fig. 5).
8. Install the NEW latch handle cover (3) to the latch handle (Fig. 5).



Fig. 5 Install Latch Handle

- 1 - Latch Handle
 - 2 - Latch Handle Retainer Tabs
 - 3 - Latch Handle Cover
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NOTE: Right side latch handle screw retains the tether strap with hook.

9. Install the NEW tether strap and two NEW latch handle screws. Tighten the screws (1) to 1.2 N·m (10.6 in. lbs.) (Fig. 6).
10. Secure the tether strap hook (2) to the load floor panel (Fig. 6).



Fig. 6 Install Screws And Tether With Hook

- 1 - Latch Handle Screws
 - 2 - Tether Strap With Hook
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11. Install the cargo compartment load floor panel (1) to the vehicle (Fig. 7).



Fig. 7 Install Cargo Compartment Load Floor Panel

1 - Cargo Compartment Load Floor

12. Ensure that the load floor panel latch handle operates properly.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-21-45-90	Replace Load Floor Panel Latch Handle (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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