



NUMBER: 23-031-10

GROUP: Body

DATE: December 15, 2010

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SUBJECT:

Water Dripping Out Of The Overhead Console Sunglass Holder Bin

OVERVIEW:

This bulletin involves inspecting the overhead console sunglass holder bin and if necessary replacing the windshield.

MODELS:

2011 WK Grand Cherokee

NOTE: This bulletin applies to vehicles built before August 13, 2010 (MDH0813XX).

SYMPTOM/CONDITION:

Water dripping out of the overhead console sunglass holder bin.

DIAGNOSIS:

If the customer experiences this symptom/condition, proceed to the repair procedure.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|--------|------------|---|
| (AR) 1 | 68080677AA | Windshield, W/ Intermittent Windshield Wipers (JHA) |
| (AR) 1 | 68080676AA | Windshield, W/ Rain Sensitive Windshield Wipers (JHC) |
| (AR) 1 | 04864015AB | Kit, Windshield Urethane |



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REPAIR PROCEDURE:

1. Perform a water flow test positioning the hose above the top center of the windshield.
2. From inside the vehicle look for water residual in the overhead console sunglass holder bin. Was there any water?
 - a. Yes>>> Proceed to [Step #3](#).
 - b. No>>> This bulletin does apply, continue further diagnosis.
3. Remove the windshield. Refer to the detail removal procedures available in DealerConnect> TechCONNECT under: Service Info> 23-Body> Stationary Glass> WINDSHIELD> Removal.
4. Prepare the new windshield for the application of urethane following steps 3 through 17 in DealerConnect> TechCONNECT under: Service Info> 23-Body> Stationary Glass> WINDSHIELD> Installation.
5. Apply approximately a 12 mm (0.472 in.) wide and 15 mm (.590 in) high of adhesive with a triangular nozzle approximately 6 mm (0.230 in.) from the edge of the glass starting at the bottom center of the windshield.
6. Refer back to the detail installation procedures available in DealerConnect> TechCONNECT under: Service Info> 23-Body> Stationary Glass> WINDSHIELD> Installation steps 19 through 26.

NOTE: Apply firm pressure along the top horizontal surface of the windshield to ensure the urethane bead is fully compressed.

7. Once the urethane has fully cured perform a water flow test and verify there are no water leaks at the overhead console sunglass holder bin.
8. Return the vehicle to the customer or dealer inventory.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Amount |
|---------------------|------------------------------------|----------|
| 23-30-50-95 | Inspect For Leaks Only (B) | 0.2 Hrs. |
| 23-30-50-96 | Inspect and Replace Windshield (B) | 1.4 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|