

Technical Service Bulletin (TSB)
Broken Exterior Driver And/Or Passenger
Door Handles XB2 Warranty Extension

REFERENCE:	TSB: 23-021-26 GROUP: 23 - Body	Date:	June 4, 2026	REVISION:	—
VEHICLES AFFECTED:	2012 - 2019 (FF) FIAT 500			MARKET APPLICABILITY: ☒ NA ☐ CH ☐ EE ☐ IAP ☐ SA ☐ MEA NOTE: This bulletin applies to the Canadian market only.	
CUSTOMER SYMPTOM:	Customers may comment the following: One or both exterior door handles are broken.				
CAUSE:	Material defect				

REPAIR SUMMARY:

This bulletin involves replacing one or both exterior door handles.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-42-15-9C	Exterior Door Handle - (Replace One) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
23-42-15-9D	Exterior Door Handles - (Replace Both) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.7 Hrs.
Failure Code	ZZ	Service Action	

RELATED LOP:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-00-01-51	12-Volt Battery Disconnect / Connect – PHEV (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68069942AC	Handle, Front Door Exterior	Right
1 (AR)	68069943AC	Handle, Front Door Exterior	Left

DIAGNOSIS:

If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Replace the exterior door handle(s) as required. Refer to the detailed service procedures listed in DealerCONNECT> Service Library under: 23 - Body / Doors - Front / Handle, Exterior / Removal and Installation.

POLICY:

Warranty Extension to extend the current warranty period of ten years from the vehicles in-service date. See Warranty Bulletin: Canada 2026-15 for details associated with the Warranty Extension. If the vehicle already has been in use for 10 years then the warranty will be extended for one year from the date of the warranty extension mailing.

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