

REFERENCE:	TSB: 23-023-26 GROUP: 23 - Body	Date:	June 24, 2026	REVISION:	—
VEHICLES AFFECTED:	2026 (WS) Jeep Wagoneer / Grand Wagoneer This bulletin applies to vehicles built on or after October 07, 2025 (MDH 1007XX) and on or before April 28, 2026 (MDH 0428XX) equipped with Power Deployable Running Boards (Sales Code MY7).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> CH <input type="checkbox"/> EE <input type="checkbox"/> IAP <input type="checkbox"/> SA <input type="checkbox"/> MEA NOTE: This bulletin applies to the North America markets.	
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none"> A ratcheting/creaking noise can be heard at the end of the power side steps (running boards) deployment and at the beginning and end of retract. 				
CAUSE:	Loose motor shaft joints				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-116, date of issue June 24, 2026. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

REPAIR SUMMARY:

This bulletin involves cleaning, tightening, applying Loctite 290 and testing both power side steps.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-09-01-91	Power Side Steps - Clean, Tighten, Apply Loctite and Test (Both Steps) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	ZY	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
(AR)	NPN	Loctite 290	

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
3 mm syringe with plastic tip	NPN	

REPAIR PROCEDURE:

NOTE: Perform the Repair Procedure on both side steps while in the open position.

CAUTION!

Hoist extensions must be used to hoist the vehicle to deploy the side steps. Failure to use hoist extensions may result in damage to the side steps.

1. Using hoist extensions, raise and support the vehicle. Refer to the detailed procedures available in DealerCONNECT > Service Library > under: 04 - Vehicle Quick Reference / Hoisting / Standard Procedure.
2. Fully deploy the side steps [Fig 1](#).

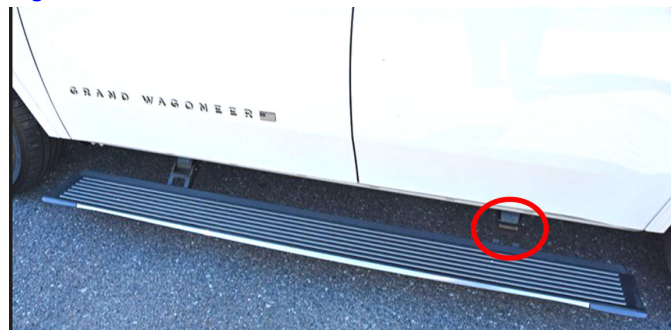


Fig. 1
Side Step Rear Hinge

IMPORTANT! Do not use soap or any cleaners to clean the side step rear hinges.

3. Using plain water, compressed air or a brush, clean the side step rear hinges [Fig. 1](#).
4. Using compressed air, a heat gun or equivalent, thoroughly dry the side step rear hinges [Fig. 1](#).

NOTE: Do not remove the motor shaft joint bolts and apply Loctite.

- 5. Tighten both hinge wedge block to motor shaft joint bolts [Fig. 2](#) to 24 N·m (17 ft. lbs.).



Fig. 2
Motor Shaft Joint Bolt

NOTE: One to two drops of Loctite is enough to cover the entire width of the wedge block when it spreads out. Using a suitable light source may be needed to see the areas to apply Loctite.

- 6. Using a syringe, apply one to two drops drop of Loctite 290 to the hinge bolt wedge block edge that is in contact with the motor shaft [Fig. 3](#).

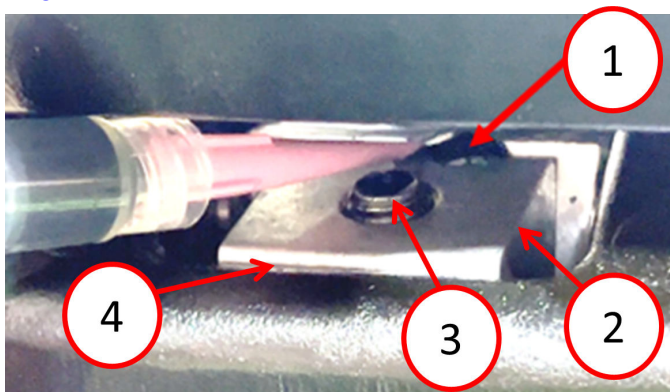


Fig. 3
Areas To Apply Loctite

- 1 - Bolt Wedge Block Edge Contact Area With Motor Shaft
- 2 - Hinge Bolt Wedge Block
- 3 - Motor Shaft Joint Bolt
- 4 - Bolt Wedge Block Edge Contact Area With Inner Link Casting

- 7. Using a syringe, apply one to two drops of Loctite 290 to the hinge bolt wedge block edge that is in contact with the inner link casting [Fig. 3](#).
- 8. Lower the vehicle.
- 9. Cycle the side steps 10 times and then leave steps fully retracted.
- 10. Turn off the power side step mode and advise the customer the power side step mode must not be turned back on for 24 hrs.

NOTE: This mode either Auto or Manual, can be turned off or on in the Uconnect Settings. Navigate to the “Apps” menu and choose “Settings.” Select “Safety and Driving Assistance” and scroll down to the “Power Sidestep” option. Disable the steps by touching “Store.” The customer can also find this information in their Owner Manual.

POLICY:

Reimbursable within the provisions of the warranty.

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