

Technical Service Bulletin (TSB)
Rearview Mirror Bracket Delamination

REFERENCE:	TSB: 23-037-26 GROUP: 23 - Body	Date:	September 9, 2026	REVISION:	—
VEHICLES AFFECTED:	2026 (WS) Jeep Wagoneer / Grand Wagoneer This bulletin applies to vehicles built on or after December 02, 2025 (MDH 1202XX) and on or before December 13, 2025 (MDH 1213XX) equipped with Acoustic Windshield (Sales Code GAK), Active Driving Assist System (Sales Code SJJ) or Augmented HUD (Sales Code LBK) with or without Full Speed FWD Collision Warn Plus (Sales Code LSU).			MARKET APPLICABILITY: ☒ NA☐ CH ☐ EE☐ IAP ☐ SA☐ MEA NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers may experience the following: Rearview mirror has detached and is hanging from windshield. NOTE: Rearview mirror can become detached with minimal force applied.				
CAUSE:	Material defect				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-163, date of issue September 09, 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 inspecting the rearview mirror bracket adhesion and possibly replacing the windshield.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-30-50-9T	Glass, Windshield - Inspect Rearview Mirror Mount (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-30-50-9U	Glass, Windshield - Inspect and Remove Trim for Windshield Replacement (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.
Failure Code	ZY	Service Action	

RELATED LOP(S):

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-30-50-52	Glass, Windshield - Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.5 Hrs

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68624869AB	Windshield	GAK, SJJ and/or LSU
1 (AR)	68730623AA	Windshield	GAK, LBK, SJJ and/or LSU

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
Trim Stick	C-4755	Essential Tool

DIAGNOSIS:

If a customers 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 symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Using a trim stick or equivalent, remove the rearview mirror upper bracket cover [Fig. 1](#).

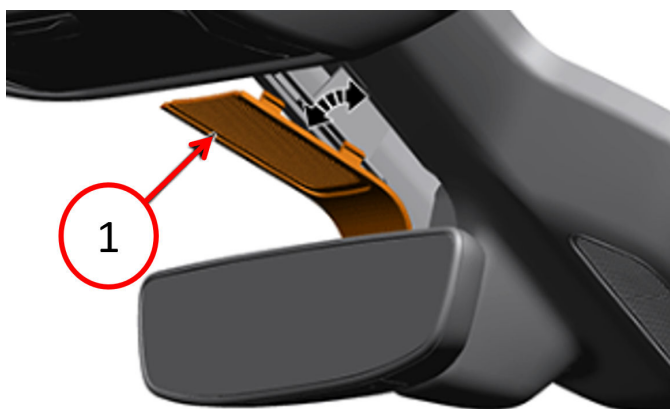


Fig. 1
Rearview Mirror Assembly

2. Tilt the rearview mirror down, grab the mirror at the base of the shaft that attaches to the bracket and maneuver the mirror side to side and up and down, a couple of times in each direction to confirm bracket adhesion to the glass.
3. Did the rearview mirror detach from the windshield?
 - YES >>> Proceed to [Step 4](#).
 - NO >>> This bulletin has been completed. Use Inspect LOP (23-30-50-9T) to close the active RSU.
4. Replace the windshield. Refer to the detailed service procedures listed in DealerCONNECT> Service Library under: 23 - Body / Stationary Glass / Windshield / Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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