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**SUBJECT:**

Front Passenger Outer Seat Bolster Foam is Collapsed

**OVERVIEW:**

This bulletin includes repositioning the passenger outer seat bolster and installing a strap and push pin to help prevent this concern from happening again.

**MODELS:**

2018 - 2021	(JL)	Jeep Wrangler
2020 - 2021	(JT)	Jeep Gladiator

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America, EMEA, APAC and LATAM.

**NOTE:** This bulletin applies to vehicles built on or before January 11, 2021 (MDH 0111XX).

**SYMPTOM/CONDITION:**

Customers may comment on the following:

- The front passenger outer seat bolster cushion is missing (Fig. 1) .



**Fig. 1**  
**Empty Seat Bolster**

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	68569512AA	Strap, Seat
1	68465577AA	Retainer, Seat Strap Push Pin
4 (AR)	68426990AA	Retainer, Seat Cover Push Pin

**DIAGNOSIS:**

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

**REPAIR PROCEDURE:**

1. Remove the passenger seat from the vehicle. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, First Row / Seat, Front / Removal.
2. Remove the seat side shield. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, First Row / Side Shield, Seat Cushion, Front / Removal.
3. Remove push pin retainer and release seat cover tab (Fig. 2) .



**Fig. 2**  
**Seat Cover Retainers**

- 1 - Seat Cover Tabs  
2 - Seat Cover Push Pin Retainer
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4. Lift up on side seat cover to disengage the four push pin retainers. Discard the four old push pins (Fig. 3) .



**Fig. 3**  
**Side Seat Cover and Push Pin Retainers**

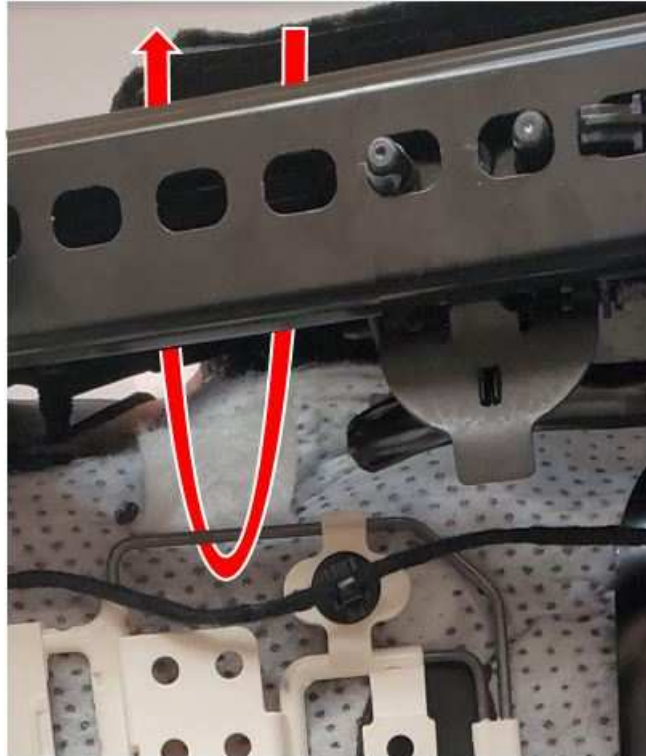
5. Pull up on seat bolster foam and reposition it on top of the seat frame (Fig. 4) .



**Fig. 4**  
**Reposition Seat Bolster**

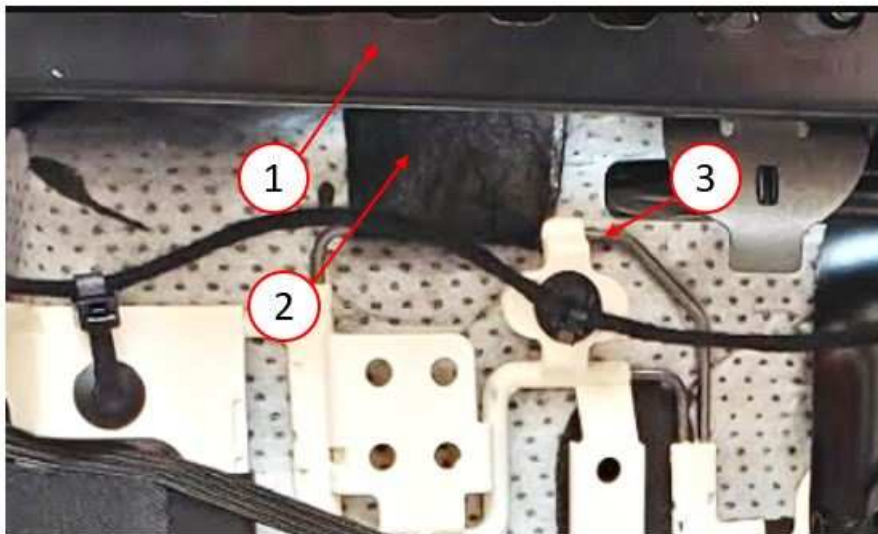
6. Turn seat on it's side to gain access to bottom of seat.

**NOTE:** The next steps are to install a strap between the seat suspension mat and seat frame. The strap will help prevent the seat bolster from being push back under the seat frame again (Fig. 5) .



**Fig. 5**  
**Seat Strap Location**

7. Lace the seat strap around the suspension mat frame pull it between the lower seat bolster foam and seat frame (Fig. 6) .



**Fig. 6**  
**Location of Seat Strap**

- 1 - Bottom of Seat Frame
  - 2 - New Seat Strap
  - 3 - Seat Suspension Mat
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8. There is an existing hole on the seat frame that will be used to attach the seat strap and push pin to the frame (Fig. 7) .



**Fig. 7**  
**Hole Location for Push Pin**

9. Push the push pin through both sides of the seat strap. Put the push pin into the existing hole on the seat frame (Fig. 8) .



**Fig. 8**  
**Strap and Push Pin Attached to the Frame**

10. Install the four new seat push pin retainers into the seat cover side flap. Attach the side cover to the seat frame.
11. Install the seat side shield. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, First Row / Side Shield, Seat Cushion, Front / Installation.
12. Install the passenger seat into the vehicle. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, First Row / Seat, Front / Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-13-21-94	Seat Cushion, First Row Passenger Side Outer - Reposition and Install Seat Strap (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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