



NUMBER: 23-027-21

GROUP: 23 - Body

DATE: August 19, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-121, date of issue August 19, 2021. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT 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. This RRT will expire 18 months after the date of issue.

SUBJECT:

Third Row Headrest Fails To Fold Down

OVERVIEW:

This bulletin involves inspecting both the left and right third row headrests and if necessary, re-seating the horseshoe cable clip(s).

MODELS:

2021 (WL) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or after December 03, 2020 (MDH 1203XX) and on or before July 20, 2021 (MDH 0720XX) equipped with a 3rd Row 50/50 Power Fold Seat (Sales Code CBB) or with 3rd Row 50/50 Manual Fold Seat (Sales Code CFG).

SYMPTOM/CONDITION:

The customer may describe the following:

- Both the left and or right, third row headrest(s) will not fold and the load floor cannot be used.

NOTE: The headrests will not fold when pressing the radio screen soft button, or using the manual fold handle.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Inspection Procedure.

NOTE: The seat back trim and carpet may have to be adjusted to inspect the horseshoe clips.

1. Using a flashlight or equivalent light, visually inspect the horseshoe clips through both seat back trim cutouts (Fig. 1) .



Fig. 1

Horseshoe Clip Seat Back Trim Cutouts

2. Were either of the horseshoe clips partially seated (Fig. 2) ?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> Proceed to [Step 3](#).

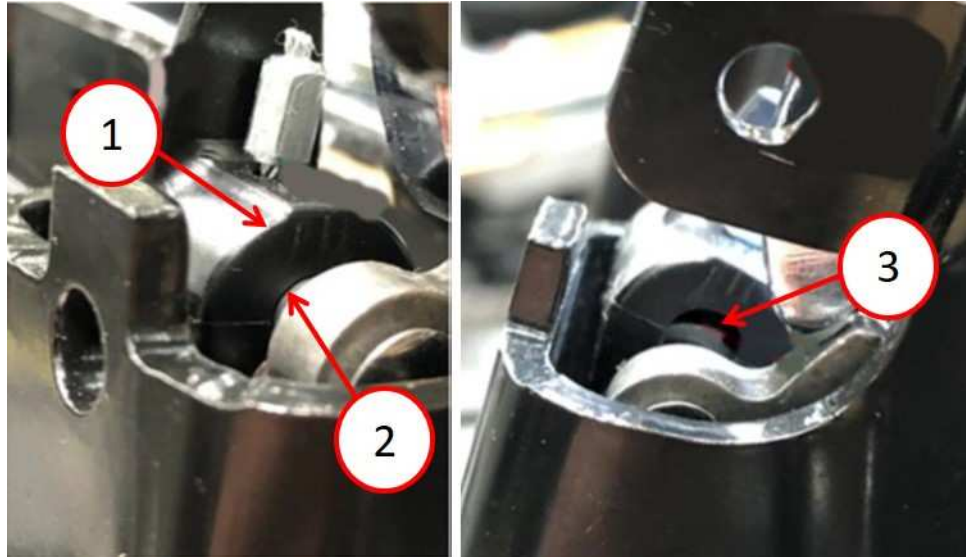


Fig. 2

Correct And Incorrect Horseshoe Clip Positions

- 1 - Horseshoe Clip
 - 2 - Horseshoe Clip Fully Seated (**Correct**)
 - 3 - Horseshoe Clip Not Fully Seated (Incorrect)
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3. Was the horseshoe clip not visible at all (Fig. 3) ?

- YES >>> Proceed to [Step 4](#) of the Repair Procedure.
- NO >>> Further diagnosis should be performed, use inspect LOP (23-20-53-90) to close the active RRT.



Fig. 3
Exposed Pin With No Horseshoe Clip

REPAIR PROCEDURE:

1. **Using moderate force**, pull the headrest forward to prevent the headrest from folding while seating the horseshoe clip (Fig. 4) .



Fig. 4
Pulling Headrest Forward

2. Push the fin down on top of the horseshoe clip (Fig. 5) until the clip snaps into place on the pin.



Fig. 5
Horseshoe Clip Fin

3. Cycle the folding seats using the radio soft button or manual handle, to ensure the headrest folds. **This bulletin has been completed.** Use LOP (23-20-53-90) Inspect and/or Engage Third Row Seat Headrest Release Cable to close the active RRT.
4. Fold the seat back to the downward position.
5. Lift the load floor close out panel to access to access the seat back trim cover zippers.
6. Unzip both the seat back trim cover zippers (using zipper tool or needle nose pliers) one on each side of the cover. Unfasten the bottom J retainer and remove the fir tree clip (if present) from the rear which holds the front face of the seat back cover.
7. Unfold the seat back to the upright position.
8. Pull the seat back cover and foam pad assembly forward (Fig. 6) until seat structure is accessible.



Fig. 6
Trim Cover

9. From the front of the seat, reach under front cover foam and locate horseshoe clip by following the cable conduit upward.
10. Push the horseshoe clip upward inside the headrest bracket, next to the headrest release pin.

NOTE: The horseshoe clip opening must face toward the pin, the fin facing inboard, and the cables must not be twisted (two cables for manual seats and one cable for power seats).

11. Reach over the top and grasp the horseshoe clip with your other hand.
12. Position the horseshoe clip over the pin (Fig. 3) .
13. Using moderate force, pull the headrest forward to prevent the headrest from folding while seating the horseshoe clip (Fig. 4) .
14. Push the fin down on top of the horseshoe clip (Fig. 5) until the clip snaps into place on the pin.
15. Fasten the bottom J retainer and install the fir tree clip (if present) from the rear which holds the front face of the seat back cover. Zip both seat back trim cover zippers.
16. Cycle the folding seats using the radio soft button or manual handle, to ensure the headrest folds. Use LOP Left and or Right, Third Row Headrest(s) Inspect, Unfasten Seat Back and Seat Horseshoe Clip.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-53-90	Inspect and/or Engage Third Row Seat Headrest Release Cable - One or Both (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-53-91	Inspect, Route and Engage Third Row Seat Headrest Release Cable - One Side (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
23-20-53-92	Inspect, Route and Engage Third Row Seat Headrest Release Cable - Both Sides (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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