



NUMBER: 23-021-22

GROUP: 23 - Body

DATE: June 18, 2022

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This bulletin supersedes Technical Service Bulletin (TSB) 23-020-19, date of issue June 20, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an updated models years, build date, symptom/conditions, parts table, repair procedure steps and LOP.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 19-045, dated June 20, 2019. All applicable Sold and Un-Sold 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. This RSU will expire 18 months after the date of issue.

SUBJECT:

Front Seat Will Not Unfold and Lock Into Position

OVERVIEW:

This bulletin involves replacing the Easy Entry release cable and both front seat track seat position returns.

MODELS:

2019 - ****2022**** (JL) Jeep Wrangler

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 before **August 23, 2021 (MDH 0823XX)**** that are Two Door vehicles (Sales Code 5ZS).**

SYMPTOM/CONDITION:

Customers may experience one or both of the following:

NOTE: This may be an intermittent condition the customer experiences.

- ****One or both of the front seats will not unlock from the Easy Entry position.****
- One or both of the front seats will not unfold and lock back into the upright position. The vehicle cannot be driven due to this condition.

DIAGNOSIS:

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

PARTS REQUIRED:

| Qty. | Part No. | Description |
|----------|------------|--------------------------------------------|
| **1 (AR) | 68372439AB | Easy Entry Release Cable |
| 1 (AR) | 68568840AA | Easy Entry Cable For Heated Seats** |
| 1 | 68485519AA | Left Seat Position Return |
| 1 | 68485522AA | Right Seat Position Return |

REPAIR PROCEDURE:

NOTE: **This repair procedure involves replacing the Easy Entry release cable and both front seat track seat position returns. All parts must be replaced to ensure the repair is complete.

1. Remove the seat cushion side shield. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Seats, First Row / Side Shields, Seat Cushion, Front / Removal.
2. Recline the seatback to the full rear position.
3. Disengage the cushion trim stiffener from the metal tab (Fig. 1) , to expose the interlock mechanism (Fig. 2) through the biteline in the front of the seatback.

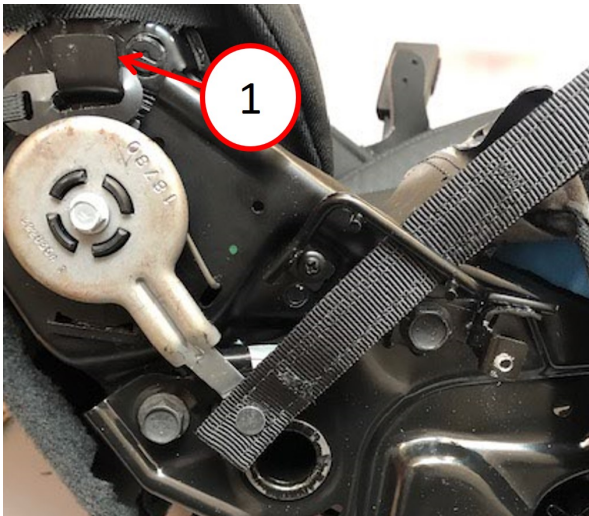


Fig. 1

Cushion Trim Stiffener And Metal Tab

- 1 - Metal Tab
2 - Trim Stiffener

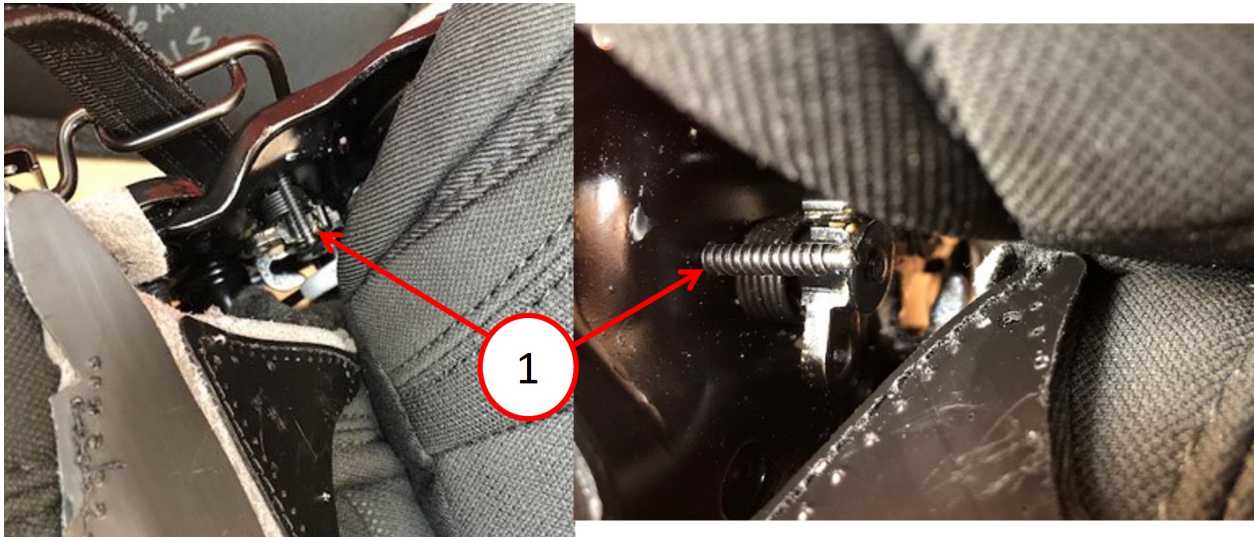


Fig. 2
Interlock Mechanism

1 - Interlock Mechanism

4. Remove the two bungees from the suspension mat hooks (Fig. 3) .

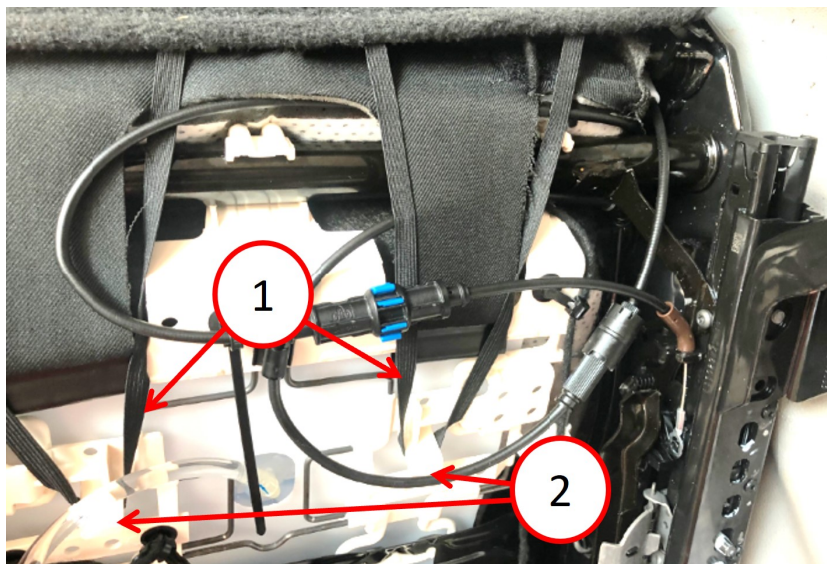


Fig. 3
J-Retainers And Bungees

1 - Bungees
2 - J-Retainers

5. From the rear/bottom of the cushion, remove the two cushion trim j-retainers from the cushion suspension (Fig. 3) .

- Using a flat blade screwdriver and from underneath the rear of the cushion, pop the communication cable conduit end-fitting out of the u-bracket on the track (Fig. 4) .

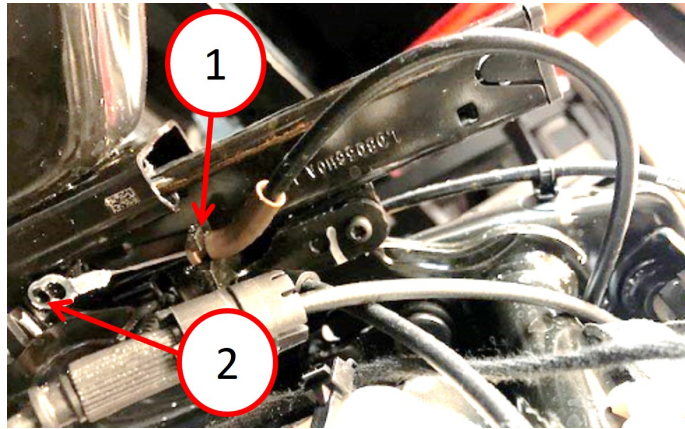


Fig. 4

Communication Cable Conduit And Track Pin

- Communication Cable Conduit End-Fitting
- Track-Pin

- Remove the cable clip from the track-pin (Fig. 4) .
- Using the cable (Fig. 4) just disconnected in Step 7, pull on it to manually release the seat and fold it backwards.
- From the front biteline of the seat. Using a flat blade screwdriver and from the rear of the cushion, pop the communication cable conduit end-fitting out of u-bracket on backframe a-bracket (Fig. 5) .

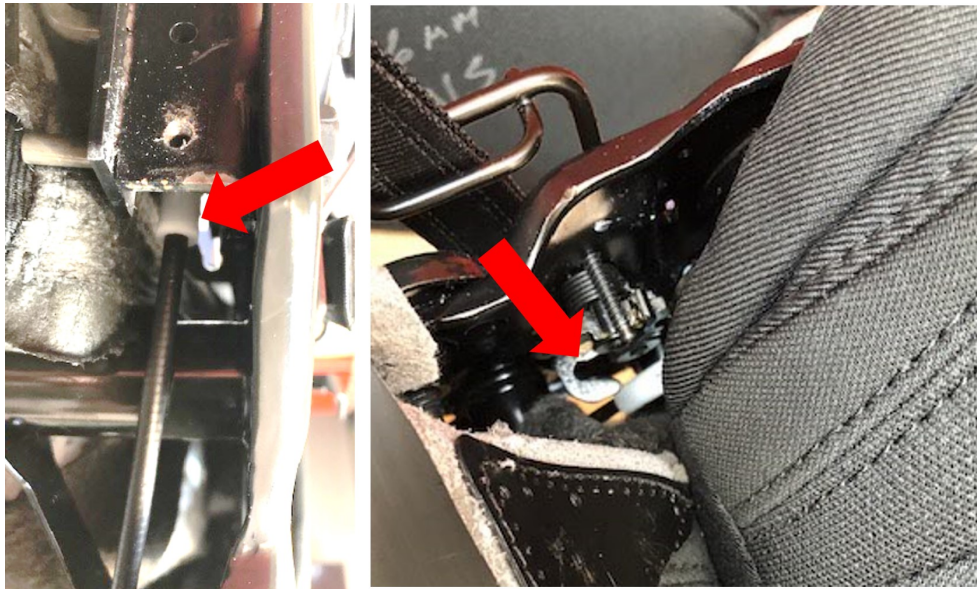


Fig. 5

Cable Conduit End-Fitting And U-Bracket

10. Remove the cable z-fitting from the interlock bracket hole (Fig. 6) .

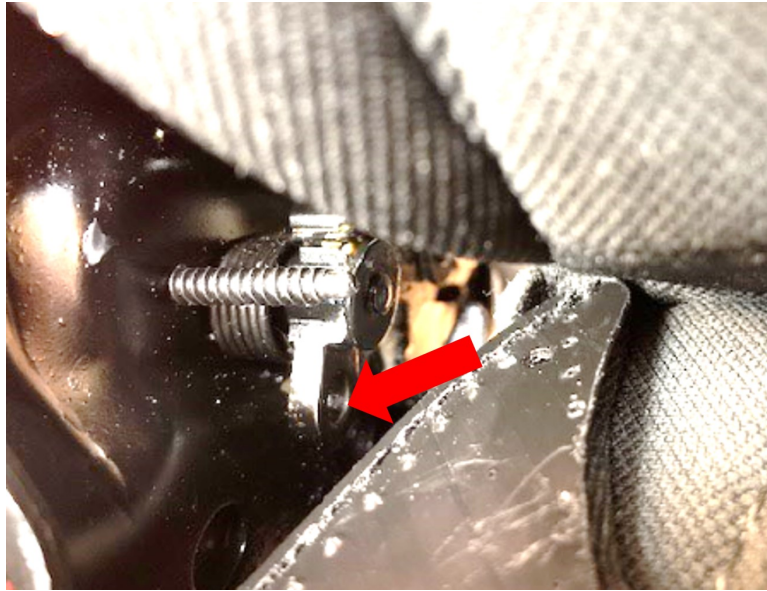


Fig. 6
Bracket Hole

11. Feed the new communication cable through the rear of the cushion, up into the biteline of the seatback.
12. Install the cable z-fitting to the interlock bracket hole (Fig. 6) .
13. Install the communication cable conduit end-fitting on the u-bracket on backframe a-bracket (Fig. 5) .
14. Install the cable clip on the track-pin (Fig. 4) .
15. Install the communication cable conduit end-fitting on the u-bracket to the track (Fig. 4) .
16. Connect the two bungees from the suspension mat hooks (Fig. 3) .

17. Route the new longer compensator communication cable (**with or without heated seats**) as required underneath the cushion suspension, with heated seats (Fig. 7) and without heated seats (Fig. 8) .



Fig. 7

Communication Cable Routing With Heated Seats

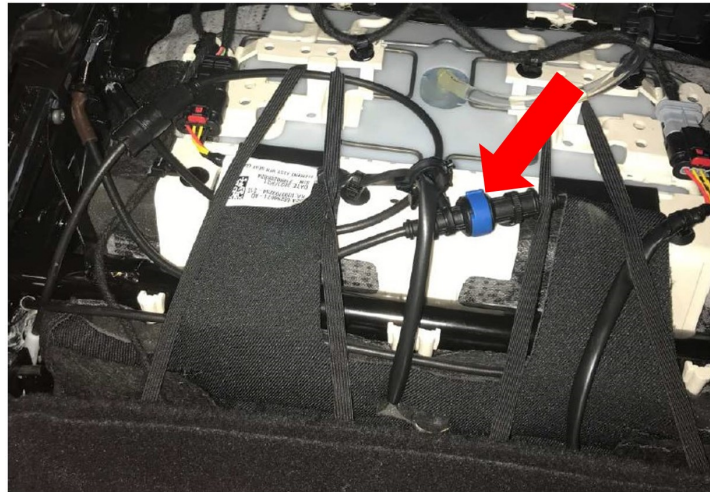


Fig. 8

Communication Cable Routing Without Heated Seats

18. Connect the two cushion trim j-retainers from the cushion suspension (Fig. 3) .
19. Install the cushion trim stiffener on the metal tab (Fig. 1) and (Fig. 2) .
20. Move the seatback to the full forward position.
21. Install the seat cushion side shield. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Seats, First Row / Side Shields, Seat Cushion, Front / Installation.**

CAUTION! Do not use tools to remove the seat position returns from the seat tracks. Failure to do so may result in damage to the plastic seat position return track guide.

NOTE: Perform the seat track seat position return repair on both left and right seats.

22. Remove the seat position return from the seat track by positioning your thumb at the side of the peak on the seat position return (Fig. 9) , applying lateral pressure pushing towards the center of the vehicle and popping it out of the seat track. Discard the seat position return.



Fig. 9
Seat Position Return Removal

23. Insert the new seat position return corrugated side first, into the seat track (Fig. 10) .
24. Install the new seat position return by placing one finger on the peak and a second finger on the open cavity side, pushing the seat position return straight down into the seat track with the claw inserted into the last locking slot on the track (Fig. 10) .

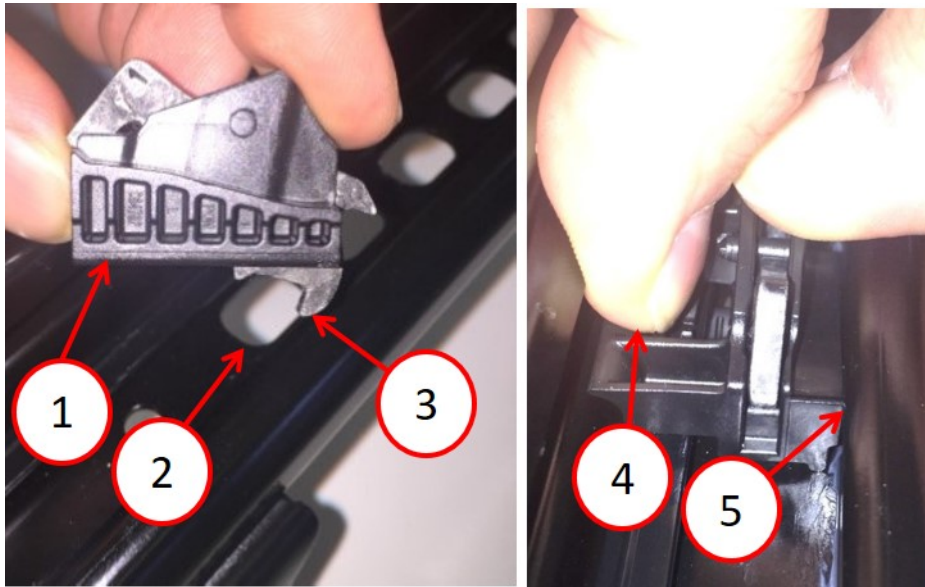


Fig. 10
Seat Position Return Installation

- 1 - Corrugated Side
- 2 - Seat Track Slot
- 3 - Claw
- 4 - Push This Side Of The Seat Position Return
- 5 - Side Of The Seat Position Return To Insert Into The Track First

25. Take one finger and press on the rear raised metal insert lifting the claw up (Fig. 11) and slide the seat position return fore and aft in the seat track. Make sure the seat position return slides easily in the seat track.



Fig. 11
Sliding Seat Position Return In Track

- 26. Lock the seat into the upright position.
- 27. Cycle the seat through all of the adjustments to verify proper function.
- 28. Perform this repair on the other seat. Proceed to [Step 22](#).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|------------------------------------------------------------------------------------------|---------------------------------|---------------|
| **23-13-50-98 | Cable, Communication and Seat Position Return - Replace One Side (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.5 Hrs. |
| 23-13-50-99 | Cable, Communication and Seat Position Return - Replace Both Sides (1 - Semi-Skilled) | 6 - Electrical and Body Systems | 0.7 Hrs.** |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|