



NUMBER: 23-006-22 REV. C

GROUP: 23 - Body

DATE: June 24, 2022

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This bulletin supersedes Technical Service Bulletin (TSB) 23-006-22 REV. B, date of issue March 04, 2022, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an updated parts table, repair procedure steps and LOPs.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-026, date of issue February 08, 2022. 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:

Heated Seat Calibration Update

OVERVIEW:

This bulletin involves updating the HVAC module with the latest software, checking the operation of the front heated seats and repairing as required.

MODELS:

2022 (WS) Grand Wagoneer/Wagoneer

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles built on or before January 05, 2022 (MDH 0105XX) and equipped with Heated Front Seats (Sales Code JPM).

SYMPTOM/CONDITION:

Customers may comment on the following:

- Front row heated seats (driver and/or passenger) will not stay on and shuts itself off in less than 15 minutes while occupied.

NOTE: Customers will not experience a Malfunction Indicator Lamp (MIL) illumination or Diagnostic Trouble Codes (DTCs) for this symptom/condition.

PARTS REQUIRED:

Qty.	Part No.	Description
** (AR)	68567389AH	Grand Wagoneer Right Front Cushion, Module Kit - Occupant
(AR)	68417896AC	Grand Wagoneer Seat Bottom Heat Mat - LT
(AR)	68417717AC	Grand Wagoneer Seat Bottom Foam - LT**
(AR)	68552759AB	Hog Rings (28 per seat – **28** per pack)
(AR)	68417670AB	Wagoneer - Seat Back Foam Right Without Sales Codes RHH and RTC
(AR)	68417671AB	Wagoneer - Seat Back Foam Left Without Sales Codes RHH and RTC
(AR)	68417677AB	Wagoneer - Seat Back Foam Left With Sales Codes RHH and RTC
(AR)	68417676AB	Wagoneer - Seat Back Foam Right With Sales Codes RHH and RTC
(AR)	68417895AC	Wagoneer - Element, Heated Seat - Seat Back

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the Electronic Climate Control (ECC)/Heating, Ventilation, & Air Conditioning (HVAC) module with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Is the vehicle a Sold vehicle?
 - YES>>> The vehicle is a **Sold** vehicle. Proceed to [Step 3](#).
 - NO>>> The vehicle is an **Unsold** vehicle. Proceed to [Step 4](#).
3. Check for DTCs using the following steps:
 - a. If no DTCs are found and the customer has not complained about the heated seats shutting off, no further action is necessary. This bulletin has been completed.
 - b. If there is an **active** DTC, or a customer complaint, **for Wagoneer Only**, proceed to [Step 10](#).
 - c. If there is only **stored** DTCs, proceed to [Step 4](#).
4. Start the vehicle.
5. Adjust the driver or passenger seat to a comfortable angle.

6. Turn on the cushion and back seat heat by pushing the heat seat logo until three red indicator bars (high setting) are shown (Fig. 1) .
7. Ensure both cushion and back heat seat are both on by pushing the seat zone button until two red indicator bars are shown (Fig. 1) .

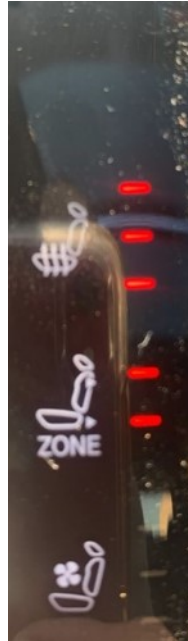


Fig. 1

Heated Seat Buttons With Red Indicators

8. Verify the vehicle build date:
 - For **Sold or Unsold** vehicles with build dates from October 27, 2021 (MDH 1027XX) through January 26, 2022 (MDH 0126XX), run the heated seat **Occupied** for **10 minutes**.
 - For **Sold or Unsold** vehicles with build dates from June 01, 2021 (MDH 0601XX) through October 26, 2021 (MDH 1026XX), run the heated seat **Occupied** for **20 minutes**.

NOTE: Do not automatically replace both Wagoneer heated seat back covers. Only replace Wagoneer heated seat back cover(s) that turn off before the 10 or 20 minute time period.

9. Did all the red indicator bars on the heated seat buttons (Fig. 1) stay activated after 10 or 20 minutes?
 - YES>>> This bulletin has been completed. Use LOP (18-50-10-AH) or LOP (18-50-10-AG) depending on build dates, to close the active RSU.
 - **NO>>> One or more red indicator bars turned off before 10 or 20 minutes proceed to [Step 10](#).**

NOTE: Only replace seat backs, or cushions and heater mats for Wagoneer Only. Do not replace seat backs, or cushions and heater mats under this service bulletin.

10. Replace the seat backs and side cushions for the affected seats based on the DTCs listed below:
 - B1E99-13 - **(Left Side Back - Wagoneer)** - Front Left Heater Control 1-Circuit Open. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Seats, Front / Panel, Seat Back / Removal and Installation.
 - B1E9A-13 - **(Right Side Back - Wagoneer)** - Front Right Heater Control 1-Circuit Open. (Replace The Right Side Back). Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Seats, Front / Panel, Seat Back / Removal and Installation.
 - B1F10-13 - **(Left Side Cushion - Grand Wagoneer)** - Front Left Heater Control 2-Circuit Open. **Refer to detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Seats, Front / Panel, Seat Cushion, Front/ Removal and Installation. For Wagoneer Refer to Service Library for further diagnosis and repair Use LOP (18-50-10-AE) to close the active RSU.**
 - B1F11-13 - **(Right Side Cushion - Grand Wagoneer)** - Front Right Heater Control 2-Circuit Open. **Refer to detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Seats, Front / Panel, Seat Cushion, Front/ Removal and Installation. For Wagoneer Refer to Service Library for further diagnosis and repair Use LOP (18-50-10-AE) to close the active RSU.**
11. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
12. Repeat [Step 4](#) through [Step 9](#) for the passenger seat.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-50-10-AK	Module, Heating Ventilation Air Conditioning (HVAC) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-50-10-53	Seat Cushion - Replace Passenger (Right) Side (Grand Wagoneer Only) (0 - Introduction)	6 - Electrical and Body Systems	1.8 Hrs.
18-50-10-52	Seat Cushion - Replace Driver (Left) (Grand Wagoneer Only) (0 - Introduction)	6 - Electrical and Body Systems	1.7 Hrs.**
18-50-10-AE	Module, Heating Ventilation Air Conditioning (HVAC) - Reprogram and Verify Heated Seat Functionality (0 - Introduction)	6 - Electrical and Body Systems	1.1 Hrs.

Labor Operation No:	Description	Skill Category	Amount
18-50-10-AH	Module, Heating Ventilation Air Conditioning (HVAC) - Reprogram and Verify Heated Seat Functionality (Build Dates from 10/27/2021 - 01/26/2022) (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
18-50-10-AG	Module, Heating Ventilation Air Conditioning (HVAC) - Reprogram and Verify Heated Seat Functionality (Build Dates from 06/01/2021 - 10/26/2021) (0 - Introduction)	6 - Electrical and Body Systems	1.1 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

RELATED LOPS:

Labor Operation No:	Description	Skill Category	Amount
18-50-10-51	Seat Back - Replace (Right Side) (0 - Introduction)	6 - Electrical and Body Systems	1.8 Hrs.
18-50-10-50	Seat Back - Replace (Left Side) (0 - Introduction)	6 - Electrical and Body Systems	1.8 Hrs.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. **The “RF” failure code must be used on an RSU.**
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

RF	Required Flash - RSU
CC	Customer Concern