This bulletin supersedes Technical Service Bulletin (TSB) 08-128-21, date of issue August 5, 2021, which should be removed from your files. All revisions are highlighted with **asterisks** and include Diagnostic Trouble Code (DTC), additional symptom/conditions and LOP.

SUBJECT:
Flash: Memory Seat Module (MSM) Updates

OVERVIEW:
This bulletin involves reprogramming the MSM with the latest available software.

MODELS:

2021	(WL)	Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, Enlarged Europe, India/Asia Pacific, Middle East/Africa and South America.

NOTE: This bulletin applies to vehicles equipped with Driver Seat Memory (Sales Code LEQ), Memory Steering Column (Sales Code LEW).

SYMPTOM/CONDITION:
**Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find the following Diagnostic Trouble Code (DTC).

- B1D9B-54 - Seat Horizontal Front Stop Not Learned-Missing Calibration.

Customers may experience the following:

- Memory seat do not save on profiles 1 or 2.
- Easy entry/exit functionality is inoperative**.
- Drivers massage seats do not recall lumbar and bolster position when profile selected on radio (Recall from door switches and keyfob work as expected).

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 one listed are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.

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 MSM 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. Using wiTECH, perform a proxi configuration alignment. This routine is available under the 'Diagnostic Procedures' tab found on the home, 'Vehicle View', page of wiTECH.

3. Go to the MSM in the vehicle topology, go to Misc Functions, Perform the ″Calibration/ Standardization MSM. Follow the wiTECH prompts.

4. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

5. Perform an ignition cycle.

6. Check for any DTCs that may have appeared after reprogramming.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-52-33-98	Module, Memory Seat (MSM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.**

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:
The dealer must use failure code CC with this Technical Service Bulletin.

- 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 (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

CC	Customer Concern