



NUMBER: 23-035-22

GROUP: 23 - Body

DATE: August 27, 2022

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This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-165, date of issue August 27, 2022. All applicable 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 Row Seat Back Panel Loose

OVERVIEW:

This bulletin involves inspecting the front row seat back panels. Check for loose upper and lower panels. If needed the panels will need to be removed and inspected for broken clips and replaced if needed.

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 May 06, 2022 (MDH 0506XX) equipped with Seatback Video Screens (Sales Code RHH).

SYMPTOM/CONDITION:

The customer may describe the following:

- The seat back may have fitting issues, being loose and/or noisy.

If a customer's VIN is listed in VIP or your RSU VIN list, perform the Inspection Procedure. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

INSPECTION PROCEDURE:

1. Check the seat back and upper screen bezel for large gaps and loose panels
 - a. Verify the Rear Seat Entertainment (RSE) screen bezel installation by checking visually and running hand over the seam checking gap and flushness. Gap should not exceed 1.5mm. Verify with feeler gage if necessary. Cap (bezel) should be flush to back panel. With both thumbs positioned on cap (bezel), simultaneously push upwards to verify engagement. Cap (bezel) should stay engaged (Fig. 1) .



Fig. 1
Upper Seat Back (Bezel)

Verify the front seat back panel installation is correct. From the rear seat area place both hands near top of back panel and with fingers slightly engaged into back panel gently pull to verify back panel is correctly installed. There should be no movement in the back panel from this direction. To verify engagement of lower part of back panel, grab rear lower sides and gently pull at same time. Back panel should not show any signs of movement (Fig. 2) .

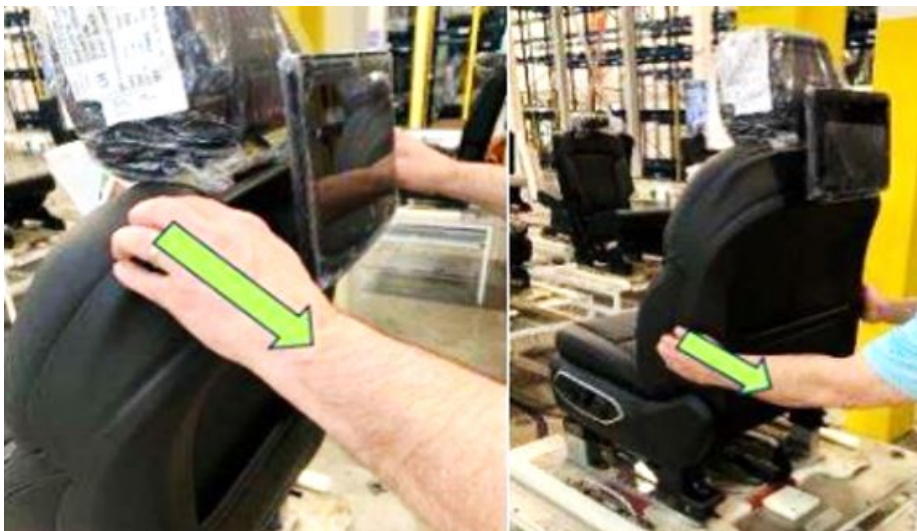


Fig. 2
Seat Back Inspection

2. Were there any loose panels or large gaps found in the upper or lower panels?

NOTE: This inspection needs to be performed on both the driver’s and passenger’s front seat back.

- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
- NO>>> This bulletin has been completed. Use inspection LOP (23-20-34-96) to close the active RSU.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|--------|------------|---------------------------------------|
| 1 (AR) | 6TR07TX7AC | Bezel, Seat Back Upper (Global Black) |
| 1 (AR) | 6VF001X7AD | Panel, Front Seat Back (Global Black) |
| 1 (AR) | 6TR07SD4AC | Bezel, Seat Back Upper (Sea Salt) |
| 1 (AR) | 6VF001D4AD | Panel, Front Seat Back (Sea Salt) |

REPAIR PROCEDURE:

1. Adjust seat back to vertical. Place seat in full rearward position.
2. Tilt the RSE Screen toward you. Grab the RSE Bezel with two hands in the middle and pull it upwards ([Fig. 3](#)) .



Fig. 3
Remove Upper Panel (Bezel)

3. Unhook the J-straps from under the seat frame and fold the carpet upwards uncovering the two hidden screws.
4. Remove the two hidden screws.
5. Grab inboard side lower bolster edge of the back panel with two hands and pull toward you.

- Grab the inboard side and outboard side of the back panel and push down with rotation clockwise on the inboard side and counterclockwise on the out-board side to disengage the four Snaps (Fig. 4) .



Fig. 4

Removing Lower Seat Back

- With the panel removed, inspect the clips and attachments points for damage. Replace the panel if damaged.

NOTE: If the back panel is not being replaced with a new part, do not remove two high retention clips.

- If installing a **new** back panel remove both high retention clips from the back frame.

- Place the back panel under the screen and gradually push it up until the upper back panel hooks (2) will start to engage with the RSE bracket wires. Ensure the back panel hooks are in the correct position using the opening in the back panel under the screen and ensure the hooks are under the bracket wires (Fig. 5) .

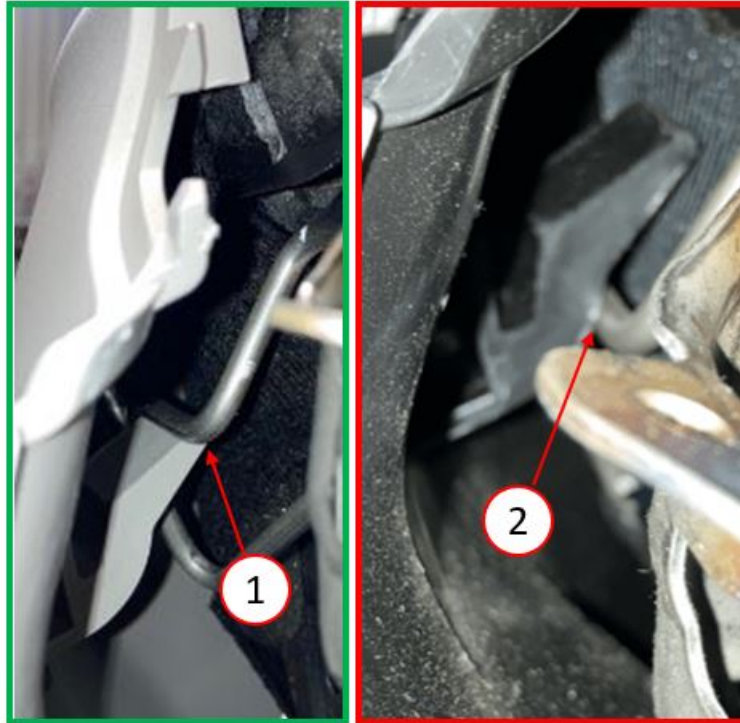


Fig. 5
Seat Back Panel Hook Points

- 1 - Correctly Installed
- 2 - Not Installed Properly

- With the back panel hooks in place, push one side of the upper area of the back panel up with one hand and at the same time push away the upper corner of the seat trim with the second hand. Perform the same step on another side of the seat.
- Verify both upper back panel hooks are properly installed and engaged with the RSE bracket wires.

12. Place the back panel under the RSE screen and gradually push it up until the upper back panel hooks (2x) will start to engage with the RSE bracket wires. Make sure the back panel hooks are in the right position. Use the opening in the back panel under the screen to view the hooks and that they are under the bracket wires ([Fig. 6](#)).

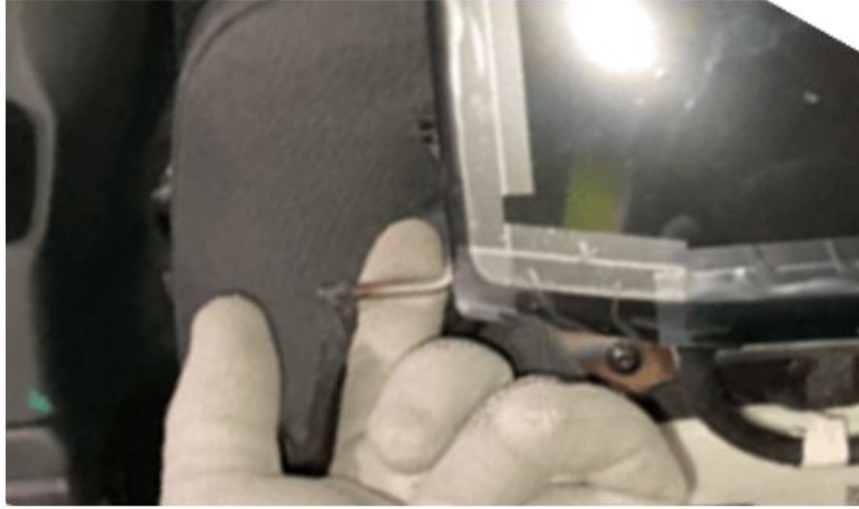


Fig. 6
Wire Hooks on RSE Bracket

13. Push the back panel forward to engage the four snaps with the back frame.
14. Hold the back panel on the lower corners and push up with both hands into the seat.
15. Is a new seat back panel being installed?
- YES>>> Proceed to [Step 16](#).
 - NO>>> Proceed to [Step 17](#).
16. When installing a **new back panel**, lift the carpet up and grab the lower plastic part of the back panel and push 2x high retention clips into frame rectangular holes. Then install the two screws under carpet flap.
17. When installing the **original back panel**, lift the carpet up and match the lower plastic part of the back panel holes with high retention clips which are already placed in the back frame and install the two screws.
18. Push the upper arch of the back panel on both sides to finesse the trim cover - maintain upward pressure on the back panel.
19. Inspect the seat cover to back for wrinkles and fitment. Adjust the fabric as needed. Gap spec between back panel and RSE Cap 1.5mm max/ Flush -0.5+/- 0.5 mm.
20. Hook J hooks for the lower carpet section to the seat frame. Installation complete.
21. Before RSE Bezel is installation pull the screen maximum rearward. Insert RSE Bezel behind the display and insert the cut out downward.
22. Gradually insert the RSE Bezel into the back panel with both hands. The RSE Bezel must match with a back panel on both sides.
23. Verify that the seat back panels upper and lower were installed properly on both front seats.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------------|----------|
| 23-20-34-96 | Seat Back Upper and Lower - Inspect (Both Sides) (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 23-20-34-97 | Seat Back Upper and Lower - Inspect and Repair (One Side) (0 - Introduction) | 6 - Electrical and Body Systems | 0.4 Hrs. |
| 23-20-34-98 | Seat Back Upper and Lower - Inspect and Repair (Both Sides) (0 - Introduction) | 6 - Electrical and Body Systems | 0.6 Hrs. |

FAILURE CODE:

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