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GROUP: 08 - Electrical

DATE: April 1, 2022

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SUBJECT:

Flash: Memory Seat Module (MSM) Updates

OVERVIEW:

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

MODELS:

2017 - 2019	(WK)	Jeep Grand Cherokee
2017 - 2019	(WD)	Dodge Durango

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

NOTE: This bulletin applies to vehicles equipped with Radio/Driver Seat/Mirrors Memory (Sales Code LEW) and Power Tilt/Telescope Steering Column (Sales Code SUB).

SYMPTOM/CONDITION:

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that the following Diagnostic Trouble Code (DTC) has been set:

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

Customers may also experience one or more of the following:

- Memory seat functionality is inoperative.
- Memory recall functionality is inoperative.
- Memory saving functionality to profiles 1 or 2 is inoperative.
- Easy entry and exit functionality is inoperative.

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 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. Go to the MSM in the vehicle topology, go to Misc Functions, Perform the Calibration/Standardization MSM. Follow the wiTECH Prompts.
3. 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.
4. Perform an ignition cycle.
5. 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
18-52-33-96	Module, Memory Seat Module (MSM) - Reprogram Includes Standardization Routine (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 3 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
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