



NUMBER: 23-001-23

GROUP: 23 - Body

DATE: January 5, 2023

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SUBJECT:

Easy Entry and Fold Flat Seats Inoperative

OVERVIEW:

This bulletin involves inspection and adjusting the cables for the easy entry/exit and fold flat 2nd row seats. If the cables can not be properly adjusted, then they will need to be replaced.

MODELS:

2022 - 2023 (WS) Grand Wagoneer/Wagoneer

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

NOTE: This bulletin applies to all vehicles built before September 22, 2022 (MDH 0922XX) equipped with 2nd Row Buckets, Pwr Tip/Slide Recl (Sales Code CF5).

SYMPTOM/CONDITION:

The customer may comment on the following:

- 2nd row easy entry seat does not operate properly.
- 2nd row seat fold flat feature does not operate properly.

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, perform the Repair Procedure.

PARTS REQUIRED:

| Qty. | Part No. | Description |
|---------|------------|--|
| 1 (A/R) | 68568899AC | Actuator, Seat Latch, Fold Flat Left Seat |
| 1 (A/R) | 68568900AB | Actuator, Seat Latch Left Seat |
| 1 (A/R) | 68563515AC | Actuator, Seat Latch, Fold Flat Right Seat |
| 1 (A/R) | 68563514AB | Actuator, Seat Latch Right Seat |

REPAIR PROCEDURE:

1. What was the customer's concern, fold flat inoperative or easy entry inoperative?
 - Fold flat inoperative, Proceed to [Step 5](#).
 - Easy entry inoperative, Proceed to [Step 2](#).
2. Pull up on the recline level to see if both outboard seat will fold flat. Try this feature a few times to make sure it works consistently.
3. Manually pull up on the seat back to lock it back in place.
4. Did the seat fold flat feature work properly?
 - YES>>> This bulletin does not apply. More diagnostics need to be performed.
 - NO>>> Proceed to [Step 20](#).
5. Press the easy entry button on the 2nd row outboard seats. Try this feature a few times to make sure it works consistently.
6. Did both outboard seats tip and move forward for easy entry?
 - YES>>> This bulletin does not apply. More diagnostics need to be performed.
 - NO>>> Proceed to [Step 7](#).

NOTE: To inspect and adjust the cables on the seat that the easy entry does not work properly, the inboard, outboard and foot plastic shields will need to be removed.

7. Remove the seats' lower side shields of the 2nd row seat that doesn't operate properly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, Second Row / Side Shields / Removal.
8. Check if the cable **adjusters** are fully locked in place. Lock tab must be pushed up completely ([Fig. 1](#)) .

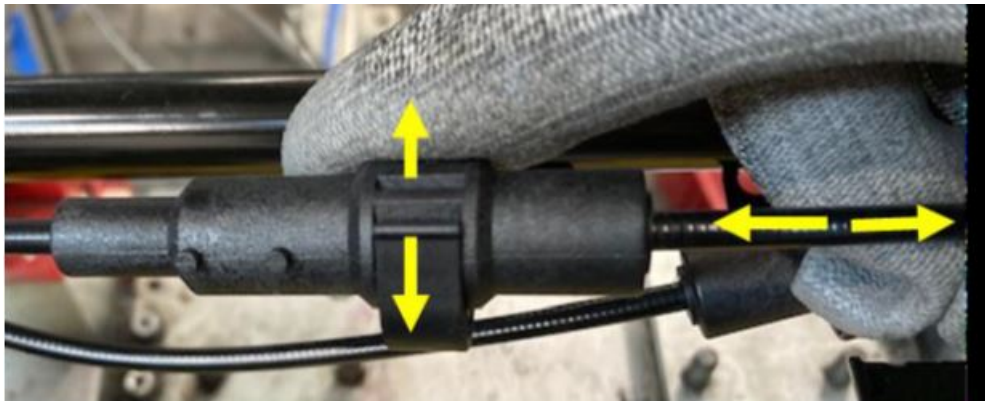


Fig. 1
Easy Entry Cable Adjusters

9. Check if the cable **ends** are completed locked in place. If the cable end is properly locked in place, it should be able to be turned. If cable ends are loose or not fully seated use pliers to lock cable end into the bracket (Fig. 2) .

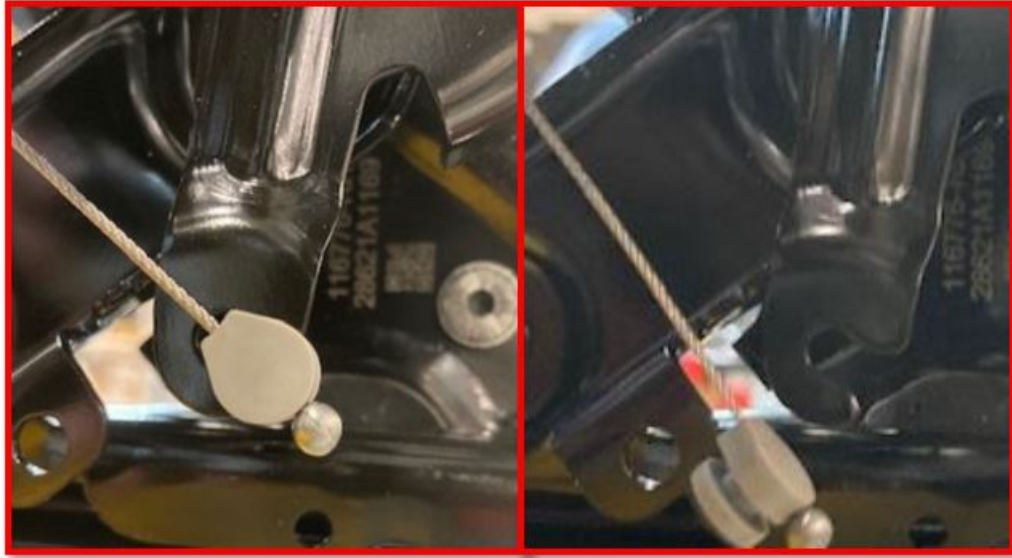


Fig. 2
Cable Ends Not Installed Properly

10. Check if the plastic cable end fitting is completely locked into the mounting bracket (Fig. 3) .

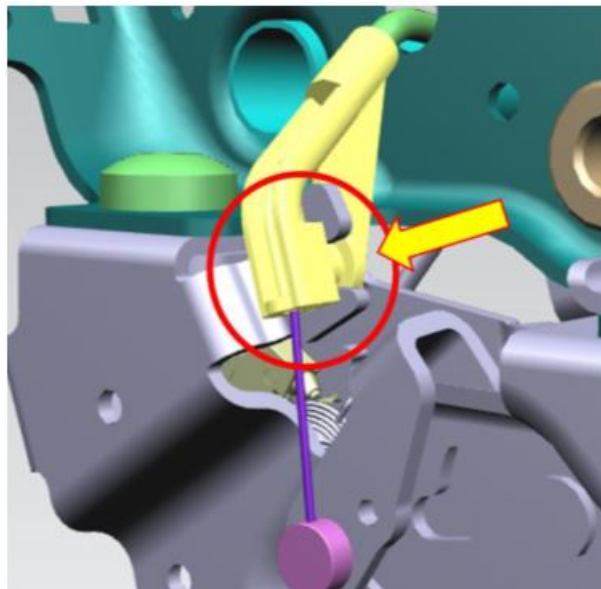


Fig. 3
Plastic End Fitting

11. Check if the cable is routed properly through the guide (Fig. 4) .



Fig. 4
Cable Routing Through Guide

12. Check if the cables are adjusted properly. The cable end should be 5 to 8 mm past the fitting (Fig. 5) .

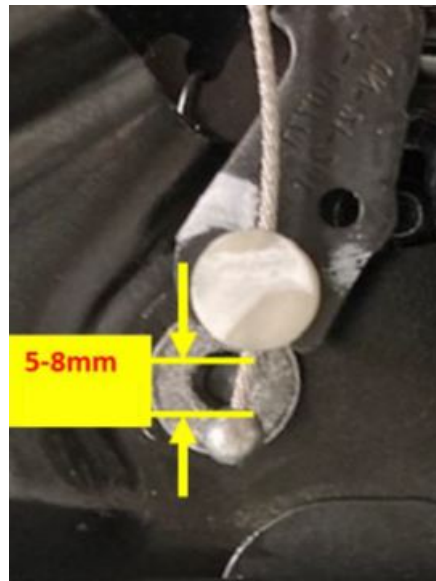


Fig. 5
Proper Cable Stick Out From The Fitting

13. If the cable(s) need to be adjusted, cut off zip ties (Fig. 6) .



Fig. 6
Cut Off Zip Ties

14. Unlock the cable adjuster and push/pull on the cable to adjust the cable stick out (5 to 8 mm). Make sure once the adjustment is completed, **make sure the adjuster is fully locked** (Fig. 7) .

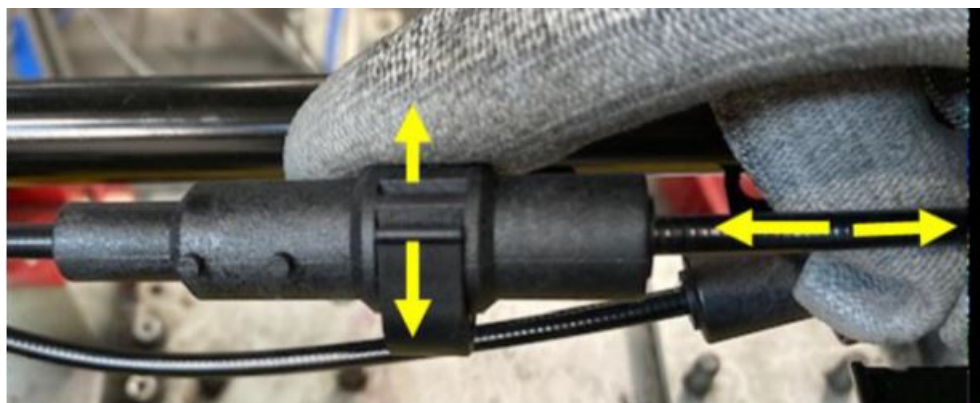


Fig. 7
Easy Entry Cable Adjusters

15. Does both 2nd row easy entry feature work properly?
- YES>>> Proceed to [Step 17](#).
 - NO>>> Replace the easy entry actuator cable assembly. Proceed to [Step 16](#).
16. Replace the actuator assembly only on the seat that doesn't work properly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 08 - Electrical / 8N - Power Systems / Power Seats / Actuator / Removal and Installation.

NOTE: Make sure the cables are routed properly and all faster, plastic fitting and cable ends are locked in place. There is a reusable spacer that needs to go onto the new actuator before installing it on the seat (**Fig. 8**) .



Fig. 8
Reusable Spacer

17. Use new zip ties to attach the adjusters back to the seat frame. Leave the zip tie around the cable loose, so the cables move reword: as the seat back lies flat (**Fig. 6**) .
18. Install the seats lower side shields of the 2nd row seat that doesn't operate properly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, Second Row / Side Shields / Installation.
19. Confirm that the easy entry feature is now working properly. This bulletin has been completed.
20. Remove the seats lower side shields of the 2nd row seat that doesn't operate properly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, Second Row / Side Shields / Removal.

21. Visually inspect if the plastic cable fitting is properly attached to the seat bracket (Fig. 9) .

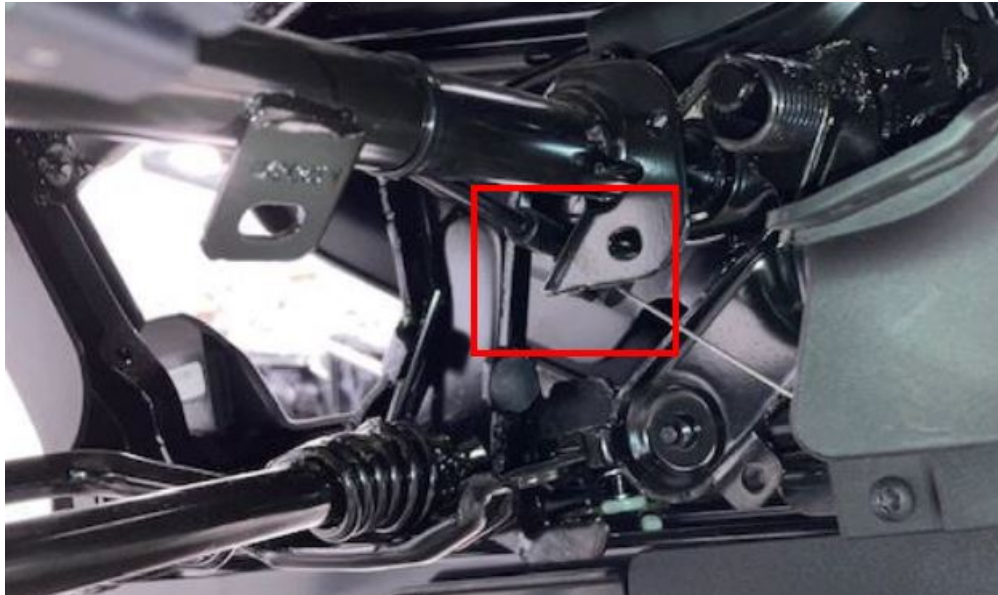


Fig. 9
Cable Bracket Location

22. If the cable fitting is not properly installed into the bracket, use a plier to snap back in place (Fig. 10) .



Fig. 10
Cable Out Of The Seat Bracket

23. Check if the cable end fitting is properly attached to the release lever (Fig. 11) .

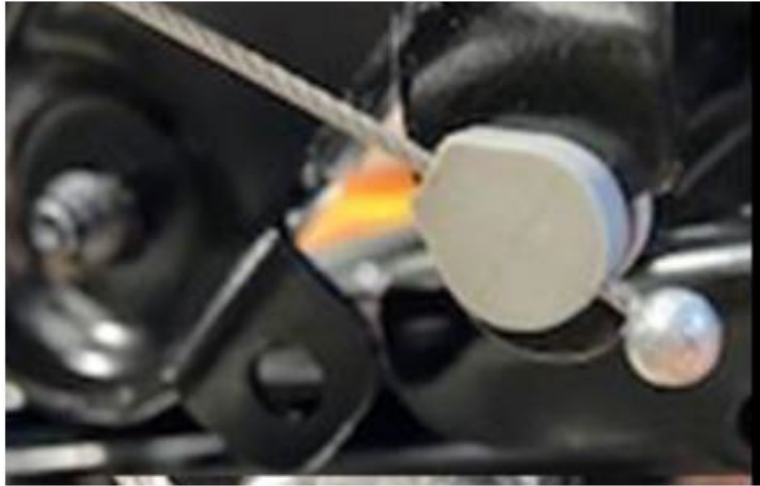


Fig. 11
Cable End Fitting

24. Was the fold flat concern fixed?

- YES>>> Proceed to [Step 26](#).
- NO>>> Proceed to [Step 25](#).

25. Replace the fold flat actuator cable assembly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 08 - Electrical / 8N - Power Systems / Power Seats / Actuator / Removal and Installation (Second Row Fold Flat).

26. Install the seats lower side shields of the 2nd row seat that doesn't operate properly. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, Second Row / Side Shields / Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|--|---------------------------------|---------------|
| 08-44-14-90 | Inspect and Adjust Second Row Outboard Seat Fold Flat and/or Easy Entry Actuator Cables One Side (2 - Skilled) | 6 - Electrical and Body Systems | 1.0 Hrs. |
| 08-44-14-91 | Inspect and Adjust Second Row Outboard Seat Fold Flat and/or Easy Entry Actuator Cables Both Sides (2 - Skilled) | 6 - Electrical and Body Systems | 1.8 Hrs. |

RELATED OPERATIONS:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|--|---------------------------------|---------------|
| 08-44-14-50 | Replace (1) Second Row Outboard Seat Fold Flat and/or Easy Entry Actuator Assembly (2 - Skilled) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 08-44-14-51 | Replace (2 or 3) Second Row Outboard Seat Fold Flat and/or Easy Entry Actuator Assemblies (2 - Skilled) | 6 - Electrical and Body Systems | 0.3 Hrs. |
| 08-44-14-52 | Replace (4) Second Row Outboard Seat Fold Flat and/or Easy Entry Actuator Assemblies (2 - Skilled) | 6 - Electrical and Body Systems | 0.4 Hrs. |

FAILURE CODE:

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