

**Technical Service Bulletin (TSB)**  
**Second Row Middle Seat Belt Does Not Retract**

<b>REFERENCE:</b>	<b>TSB:</b> 23-018-23 <b>GROUP</b> 23 - Body	<b>Date:</b>	February 1, 2023	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	2022 (WS) Grand Wagoneer/Wagoneer Built on or after January 1, 2022 (MDH0101XX) and on and before July 22, 2022 (MDH0722XX) equipped with the Eight Passenger Seating (Sales Code CYF).			<b>MARKET APPLICABILITY:</b>	
				<input checked="" type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input type="checkbox"/> EE	<input type="checkbox"/> CH
<b>CUSTOMER SYMPTOM:</b>	Second row middle seat belt does not retract.				
<b>CAUSE:</b>	<b>Either the:</b> <ul style="list-style-type: none"> <li>• The plastic bezel was misaligned at assembling station.</li> <li>• The guide holes do not align.</li> <li>• Holes on the frame are out of position 3 mm (tol ±0.5 mm).</li> </ul>				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-025, date of issue February 1, 2023. All applicable Sold and UnSold 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.

**REPAIR SUMMARY:**

This bulletin involves inspecting and possibly repairing the seat belt retraction.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-13-04-91	Second Row Seat Belt Retraction - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-13-04-92	Second Row Seat Belt Retraction - Inspect and Repair (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
Failure code	ZZ	Service Action	

**RELATED TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
23-13-50-51	Two or More Multiple Seat Bulletin or Concerns At the Same Dealership Visit. (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

**NOTE:** The related LOP for multiple inspections can only be claimed one time per updating two or more additional seat concerns for the subject bulletins listed below. The single inspection LOP cannot be used in conjunction with the multiple inspection LOP:

- First Row Headrest Damaged And/Or Will Not Adjust.
- Front Seat Bolster Adjustment Inoperable.
- Second Row Headrest Fold Flat Inoperative.
- Second Row Middle Seat Belt Does Not Retract.
- Third Row Headrest Fold Flat Inoperative.
- Third Row Seat Won't Fold Due To Bent Lever.

#### **DIAGNOSIS:**

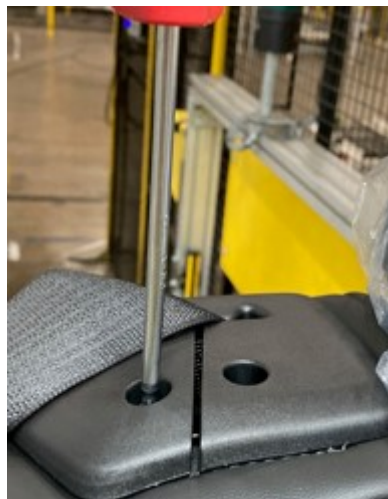
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary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

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

1. Is the vehicle on the VIN list?
  - YES>>> Proceed to [Step 2](#).
  - NO>>> This bulletin does not apply. Normal diagnostics should be performed.
2. Pull up on the second row middle seat belt, release and inspect if belt retracts into the seat.
3. Did the seat belt retract back into the seat?
  - YES>>> This bulletin has been completed, use inspect LOP (23-13-04-91). If only performing this RSU to close the active RSU. If performing multiple RSUs for seat issues use related inspect LOP (23-13-50-51).
  - NO>>> Proceed to [Step 1](#) of the Repair Procedure.

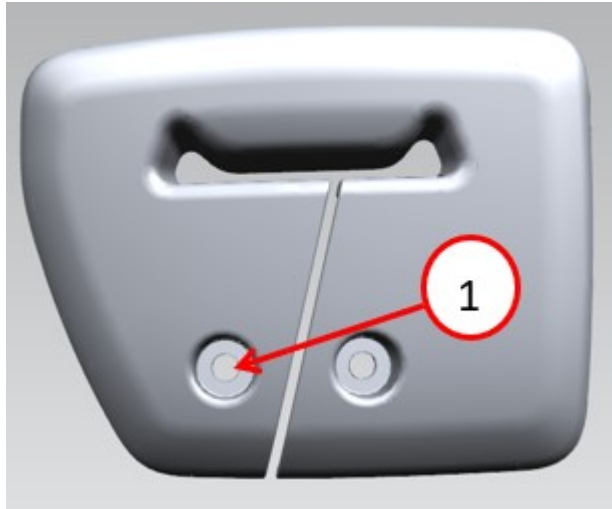
#### **REPAIR PROCEDURE:**

1. Remove the two T-30 Torx screws. ([Fig. 1](#)) .



**Fig. 1**  
**Torx Screws**

2. Remove seat belt guide plate and increase this hole diameter to 8mm (5/16") ( Fig. 2) .



**Fig. 2**  
**Seat Belt Guide Plate**

1 - Hole to Modify

---

3. Reinstall plate and ensure belt retraction operation.
4. Verify any other customer seat concerns with the latest available bulletins. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the seat concerns.

**POLICY:**

Reimbursable within the provisions of the warranty.

*This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.*