



NUMBER: 08-061-23

GROUP: 08 - Electrical

DATE: February 25, 2023

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This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-055, date of issue February 25, 2023. All applicable Sold and 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:

One or Both Rear Entertainment Seat Back Screens Inoperative

OVERVIEW:

This bulletin involves inspecting both rear entertainment seat back screens for functionality and possibly installing one, or two jumper wire harnesses.

MODELS:

2023 (WL) Jeep Grand Cherokee

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

NOTE: This bulletin applies to Long Wheel Base vehicles (WL75) built on or after August 03, 2022 (MDH0803XX) and on or before August 22, 2022 (MDH0822XX) equipped with Rear Seat Video Group I (Sales Code AV1) and Seatback Video Screens (Sales Code RHH).

SYMPTOM/CONDITION:

The customer may experience the following:

- One or both, rear entertainment seat back screens are inoperative.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68632310AA	RSE Jumper Harness RH/LH

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 Diagnostic Trouble Codes (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 Inspection Procedure. **This RSU only applies to vehicles on the RSU VIN list.**

1. Are one or both, rear entertainment seat back screens inoperable?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed. Use inspect LOP (08-90-42-90) to close the active RSU.

REPAIR PROCEDURE:

NOTE: There are two VRM wiring harness screen cables, one for each screen. One under the driver seat and one under the passenger seat.

1. Move both first row seats fully forward.
2. Disconnect and isolate the negative battery cable(s). Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>08 - Electrical / 8F - Engine Systems / Battery System / Standard Procedure. **Wait two minutes for the system capacitor to discharge before continuing service.**
3. Disconnect all four VRM wiring harness screen cables from under the driver or passenger front seat ([Fig. 1](#)) and ([Fig. 2](#)) .

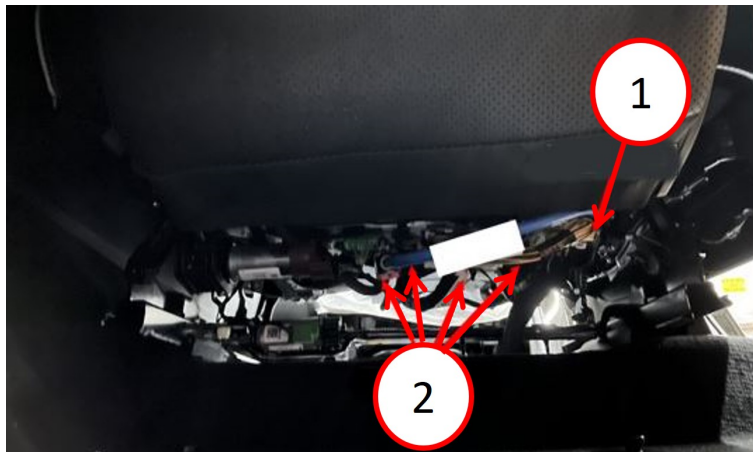


Fig. 1

VRM Wiring Harness Under Front Seat

- 1 - Wiring Harness Fastener Clip
2 - Four VRM Wiring Harness Connectors
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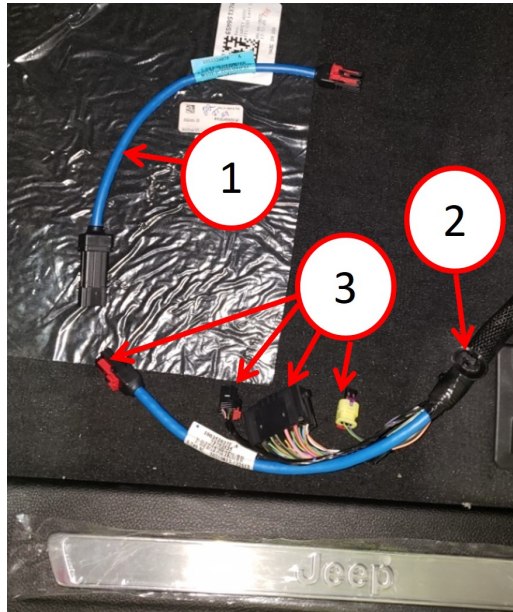


Fig. 2

VRM Wiring Harness Under Seat And Jumper Harness

- 1 - VRM Jumper Wiring Harness Cable
- 2 - Wiring Harness Fastener Clip
- 3 - Four VRM Wiring Harness Connectors

4. Connect the jumper wiring harness cable connector to the VRM wiring harness cable connector (Fig. 3) .

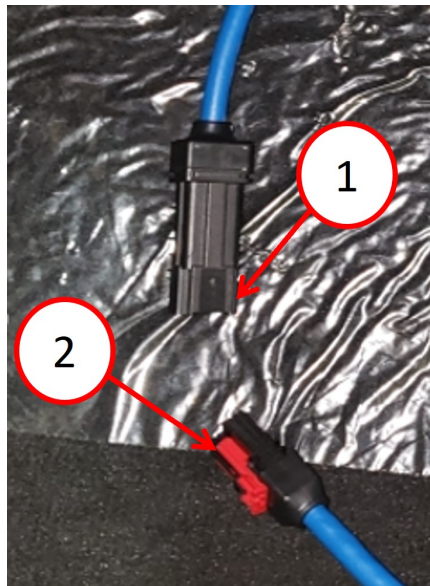


Fig. 3

Jumper And VRM Harness Connectors

- 1 - Jumper Wiring Harness Connector
- 2 - VRM Wiring Harness Connector

5. Take the jumper wiring harness and fold it back to the VRM wiring harness at the clip fastener to reduce the length of the harness cable (Fig. 4) .

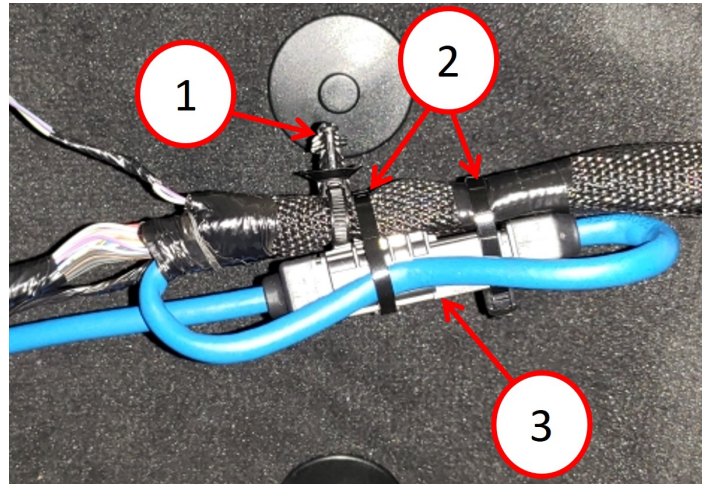


Fig. 4
VRM Jumper Wiring Harness Secured

- 1 - Wiring Harness Fastener Clip
2 - Tie Straps
3 - VRM Jumper Wiring Harness Cable Connector

6. Using tie straps, secure the jumper wiring harness to the VRM wiring harness (Fig. 4) .
7. Connect the remaining three VRM wiring harness screen cables to under the driver, or passenger front seat (Fig. 2) .

NOTE: Repeat Step 1 through Step 5 if the other rear entertainment seat back screen was inoperable.

8. Connect the negative battery cable(s).
9. Verify the rear entertainment seat back screens are operative.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-90-42-90	Inspect Both Rear Entertainment Seat Back Screens (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-90-42-91	Inspect and Install One Rear Entertainment Seat Back Screen Jumper Harness (2 - Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
08-90-42-92	Inspect and Install Two Rear Entertainment Seat Back Screen Jumper Harnesses (2 - Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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