

<b>REFERENCE:</b>	<b>TSB:</b> 23-047-23 <b>GROUP</b> 23 - Body	<b>Date:</b>	May 18, 2023	<b>REVISION:</b>	23-006-22 REV. C
<b>VEHICLES AFFECTED:</b>	<b>2022 (WS) Grand Wagoneer/Wagoneer</b> This bulletin applies to vehicles built on or after <b>**October 27, 2021 (MDH 1027XX)</b> and on or before <b>August 26, 2022 (MDH 0826XX)**</b> equipped with Heated Front Seats (Sales Code JPM).	<b>MARKET APPLICABILITY:</b>			
<b>CUSTOMER SYMPTOM:</b>	Front row heated seats (driver and/or passenger) will not stay on and shuts itself off in less than <b>**10**</b> minutes while occupied. (Customers will not experience a Malfunction Indicator Lamp (MIL) illumination or Diagnostic Trouble Codes (DTCs) for this symptom/condition).				
<b>CAUSE:</b>	HVAC module update.				

This bulletin supersedes Technical Service Bulletin (TSB) 23-006-22 REV. C, date of issue June 24, 2022, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include updated build dates, RSU number, LOP, updated parts table, decreased test times and Repair Procedure steps.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) **\*\*23-147, date of issue May 18, 2022\*\***. All applicable 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 possibly updating the HVAC module with the latest software, checking the operation of the front heated seats and repairing as required.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
<b>**18-50-10-AM</b>	Heated Seat Test Inspection (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.**
18-50-10-AH	Module, Heating Ventilation Air Conditioning (HVAC) - Reprogram and Verify Heated Seat Functionality (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
18-50-10-AK	Module, Heating Ventilation Air Conditioning (HVAC) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-50-10-50	Seat Back - Replace (Left Side) (0 - Introduction)	6 - Electrical and Body Systems	1.8 Hrs.

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-50-10-51	Seat Back - Replace (Right Side) (0 - Introduction)	6 - Electrical and Body Systems	1.8 Hrs.
18-50-10-53	Seat Cushion - Replace Passenger (Right) Side (0 - Introduction)	6 - Electrical and Body Systems	1.8 Hrs.
18-50-10-52	Seat Cushion - Replace Driver (Left) (0 - Introduction)	6 - Electrical and Body Systems	1.7 Hrs.
Failure Code	RF	Required Flash	
	CC	Customer Concern	

**SPARE PARTS:**

Qty	Part No.	Description	Notes
** (AR)	68345909AC	Element, Heated Seat - Seat Back	1st Row LH/RH Back Bucket W/Bolster Heat
(AR)	68343500AB	Vent Plenum Front Seat HR/LH Back W/Massage	
(AR)	68575486AB	Air Cell, Upper Back	
(AR)	68566096AA	Air Cell - Seat Back Mas- sage	
(AR)	68566097AA	Air Cell - Seat Back Mas- sage	
(AR)	68417689AA	Foam, Seat Back - Front	(20-Way) - LT
(AR)	68417688AA	Foam, Seat Back - Front	(20-Way) - RT
(AR)	68565879AB	Foam, Seat Back - Front	Topper Pad
(AR)	68565878AB	Foam, Seat Back - Front	Topper Pad
(AR)	68565877AA	Foam Topper Pad	
(AR)	68346533AF	Pad, Seat Cushion	1st Row LH/RH Cushion Bucket W/Bolster Heat
(AR)	68343499AE	Bag, Seat Cushion	Vent Plenum Front Seat RH/LH Cushion
(AR)	68566079AA	Air Cell Cushion Mas- sage	
(AR)	68417720AE	Foam, Seat Cushion - Front	W/HVS (8-Way) - LT
(AR)	68565882AB	Foam, Seat Cushion	Topper Pad
(AR)	68565883AB	Foam, Seat Cushion	Topper Pad
(AR)	68567389AH	Module Kit - Occupant Classification	
(AR)	68417895AD	Element, Heated Seat - Seat Back	1st Row LH/RH Back Bucket W/Bolster Heat

Qty	Part No.	Description	Notes
(AR)	68343498AB	Bag, Seat Back	Vent Plenum Front Seat RH/LH Back
(AR)	68417671AB	Foam, Seat Back - Front	W/HVS W/O RSE - LT
(AR)	68417670AB	Foam, Seat Back - Front	W/HVS W/O RSE - RT
(AR)	68417677AB	Foam, Seat Back - Front	W/HVS W/RSE - LT
(AR)	68417676AB	Foam, Seat Back - Front	W/HVS W/RSE - RT
(AR)	68417896AC	Pad, Seat Cushion	1st Row LH/RH Cushion Bucket W/Bolster Heat
(AR)	68343480AE	Bag, Seat Cushion	Vent Plenum Front Seat RH/LH Cushion
(AR)	68417717AC	Foam, Seat Cushion - Front	W/HVS (8-Way) - LT
(AR)	68567388AF	Module Kit - Occupant Classification**	
(AR)	68567389AH	Grand Wagoneer Right Front Cushion, Module Kit Occupant	
(AR)	68417896AC	Grand Wagoneer Seat Bottom Foam LT	
(AR)	68417717AC	Grand Wagoneer Seat Bottom Foam LT	
(AR)	68552759AB	Hog Rings (28 per seat – 28 per pack)	
(AR)	68417670AB	Wagoneer Seat Back Foam Right <b>Without</b> Sales Codes RHH and RTC	
(AR)	68417671AB	Wagoneer Seat Back Foam Left <b>Without</b> Sales Codes RHH and RTC	
(AR)	68417677AB	Wagoneer Seat Back Foam Left <b>With</b> Sales Codes RHH and RTC	
(AR)	68417676AB	Wagoneer Seat Back Foam Right <b>With</b> Sales Codes RHH and RTC	
(AR)	68417895AC	Wagoneer Element, Heated Seat - Seat Back	

**NOTE: Rear Seat Entertainment (RSE).**

#### 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. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

### SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	

### 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. **\*\*Was the vehicle built on or before January 05, 2022?**
  - YES>>> Proceed to [Step 2](#).
  - NO>>> Proceed to [Step 3](#).**\*\***
2. Reprogram the Electronic Climate Control (ECC)/Heating, Ventilation, & Air Conditioning (HVAC) 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.
3. **\*\*Using a Scan Tool (wiTECH) or reference the Vehicle Scan Report (VSR) taken prior to flash; check for DTCs:**
  - a. If there is any of the following active DTCs present (**B1E99-13, B1E9A-13, B1F10-13 or B1F11-13**) proceed to [Step 10](#).
  - b. If there are no active DTCs, or a customer complaint, proceed to [Step 4](#).**\*\***
4. Start the vehicle.
5. Adjust the driver or passenger seat to a comfortable angle.
6. Turn on the cushion and back seat heat by pushing the heat seat logo until three red indicator bars (high setting) are shown ([Fig. 1](#)) .
7. Ensure both cushion and back heat seat are both on by pushing the seat zone button until two red indicator bars are shown ([Fig. 1](#)) .



Fig. 1

Heated Seat Buttons With Red Indicators

8. Run the heated seat **occupied** for **\*\*10\*\*** minutes.

9. Did all the red indicator bars on the heated seat buttons (Fig. 1) stay activated after \*\*10\*\* minutes?
- YES>>> This bulletin has been completed. Use LOPs \*(18-50-10-AM)\* or (18-50-10-AH) depending on build dates, to close the active RSU.
  - NO>>> One or more red indicator bars turned off before 10 minutes proceed to [Step 10](#).

**NOTE: Do not automatically replace both heated seat component(s). Only replace the heated seat component(s) that turn off before the \*\*10 minute time period based on DTC and parts charts list below (Fig. 3) and (Fig. 4) \*\*.**

10. Replace the seat backs, side cushions and modules for the affected seats based on the DTCs \*\*and parts listed below (Fig. 3) and (Fig. 4) \*\*:\*

WAGONEER (BASE SEAT)		DTC	B1E99-13 - Open Circuit Back Heater Left		B1E9A-13 - Open Circuit Back Heater Right		B1F10-13 - Open Circuit Cushion Heater Left	B1F11-13 - Open Circuit Cushion Heater Right
			W/O RSE	W/ RSE	W/O RSE	W/ RSE	N/A	N/A
OPTIONAL EQUIPMENT								
68417895AD	1ST ROW LH/RH BACK BUCKET W/ BOLSTER HEAT		X	X	X	X		
68343498AB	VENT PLENUM FRONT SEAT RH/LH BACK		X	X	X	X		
68417671AB	FRT SEAT BACK FOAM W/HVS W/O RSE - LT		X					
68417670AB	FRT SEAT BACK FOAM W/HVS W/O RSE - RT				X			
68417677AB	FRT SEAT BACK FOAM W/HVS W/ RSE - LT			X				
68417676AB	FRT SEAT BACK FOAM W/HVS W/ RSE - RT				X			
68552759AB	HOG RING - SEAT		X	X	X	X		
68417896AC	1ST ROW LH/RH CUSHION BUCKET W/ BOLSTER HEAT					X		
68343480AE	VENT PLENUM FRONT SEAT RH/LH CUSHION					X		
68417717AC	FRT SEAT CUSION FOAM W/ HVS (8-WAY) - LT					X		
68567388AE	MODULE KIT - OCCUPANT CLASSIFICATION							X

\*\*RSE: REAR SEAT ENTERTAINMENT\*\*

**Fig. 2  
Parts To Replace By DTC For Wagoneer (Base Seats)**

GRAND WAGONEER (PREMIUM SEAT)		DTC	B1E99-13 - Open Circuit Back Heater Left	B1E9A-13 - Open Circuit Back Heater Right	B1F10-13 - Open Circuit Cushion Heater Left	B1F11-13 - Open Circuit Cushion Heater Right
			N/A	N/A	N/A	N/A
OPTIONAL EQUIPMENT						
68345909AC	1ST ROW LH/RH BACK BUCKET W/ BOLSTER HEAT		X	X		
68343500AC	VENT PLENUM FRONT SEAT HR/LH BACK W/MASSAGE		X	X		
68575486AB	AIR CELL - UPPER BACK		X	X		
68566096AA	AIR CELL - SEAT BACK MASSAGE		X	X		
68566097AA	AIR CELL - SEAT BACK MASSAGE		X	X		
68417689AA	FRT SEAT BACK FOAM (20-WAY) - LT		X			
68417688AA	FRT SEAT BACK FOAM (20-WAY) - RT			X		
68565879AB	FOAM TOPPER PAD		X	X		
68565878AB	FOAM TOPPER PAD		X	X		
68565877AB	FOAM TOPPER PAD		X	X		
68552759AB	HOG RING - SEAT		X	X	X	
68346533AF	1ST ROW LH/RH CUSHION BUCKET W/ BOLSTER HEAT				X	
68343499AE	VENT PLENUM FRONT SEAT RH/LH CUSHION				X	
68566079AA	AIR CELL CUSHION MASSAGE				X	
68417720AE	FRT SEAT CUSION FOAM W/ HVS (8-WAY) - LT				X	
68565882AB	FOAM TOPPER PAD				X	
68565883AB	FOAM TOPPER PAD				X	
68567389AH	MODULE KIT - OCCUPANT CLASSIFICATION					X

**Fig. 3  
Parts To Replace By DTC For Grand Wagoneer (Premium Seats)**

- **B1E99-13 - (Left Side Back)** - Front Left Heater Control 1-Circuit Open. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Seats, Front / Panel, Seat Back / Removal and Installation.
  - **B1E9A-13 - (Right Side Back)** - Front Right Heater Control 1-Circuit Open. (Replace The Right Side Back). Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Seats, Front / Panel, Seat Back / Removal and Installation.
  - **B1F10-13 - (Left Side Cushion)** - Front Left Heater Control 2-Circuit Open. Refer to detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Seats, Front / Panel, Seat Cushion, Front/ Removal and Installation.
  - **B1F11-13 - (Right Side Cushion)** - Front Right Heater Control 2-Circuit Open. Refer to detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Seats, Front / Panel, Seat Cushion, Front/ Removal and Installation.
11. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
  12. Repeat [Step 4](#) through [Step 9](#) for the passenger seat.

**POLICY:**

Reimbursable within the provisions of the warranty.

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