

Technical Service Bulletin (TSB)
Passenger Heated Seat Cushion Inoperative

REFERENCE:	TSB: 23-091-23 GROUP 23 - Body	Date:	August 19, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee This bulletin applies to vehicles built on or after February 02, 2023 (MDH 0202XX) and on or before February 06, 2023 (MDH 0206XX).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA		<input type="checkbox"/> CH	
		<input type="checkbox"/> EE		<input type="checkbox"/> IAP	
		<input type="checkbox"/> SA		<input type="checkbox"/> MEA	
CUSTOMER SYMPTOM:	Passenger heated seat does not work.				
CAUSE:	Heated seat mat pinched/cut by seat ring clamp.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-241, date of issue August 19, 2023. 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 inspecting and possibly replacing the passenger heated seat cushion.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-14-37-90	Passenger Heated Seat Cushion - Inspect Functionality (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-14-37-91	Passenger Heated Seat Cushion - Inspect Functionality and Fault Codes (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
08-14-37-92	Passenger Heated Seat Cushion - Inspect and Replace (2 - Skilled)	6 - Electrical and Body Systems	1.9 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68544689AF	Module, Occupant Classification	Seat Module Kit w/Cushion and Element

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

1. Press down firmly five times, in three locations (Fig. 1) at front seat seam on the passenger seat cushion.



Fig. 1

Three Seat Cushion Locations To Press Down

2. Start the engine.
3. Occupy the front passenger seat.

NOTE: The front heated seats control buttons are located on the center stack below the radio screen or within the Uconnect system. You can gain access to the control buttons through the Comfort screen. Once a heat setting is selected, heat will be felt within two to five minutes.

4. Turn on the passenger heated seat.
5. Does the passenger front seat, heat correctly?
 - YES>>> This bulletin has been completed. Use inspect LOP (08-14-37-90) to close the active RSU.
 - NO>>> Proceed to [Step 6](#).
6. Using wiTECH, check for stored DTC **B1F11 - Front Right Heater Control 2-Circuit Short To Battery**.
7. Was DTC B1F11 found?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin does not apply. Normal diagnosis should be performed. Use the Inspection LOP (08-14-37-91) to close the active RSU.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

1. Remove the heated seat pad. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>08 - Electrical / 8G - Heated/Cooled Systems / Heated/Cooled Accessories / Pad, Vented Front Seat Cushion / Removal.
2. Replace the heated seat pad and all the parts contained in the kit. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>08 - Electrical / 8G - Heated/Cooled Systems / Heated/Cooled Accessories / Pad, Vented Front Seat Cushion / Installation.
3. Clear all DTCs that may have been set.

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.