

## Technical Service Bulletin (TSB)

### Front Seat Bolster Adjustment Inoperable

<b>REFERENCE:</b>	<b>TSB:</b> 23-016-23 <b>GROUP</b> 23 - Body	<b>Date:</b>	February 1, 2023	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	<b>2022 (WS) Grand Wagoneer/Wagoneer</b> This bulletin applies to vehicles built on or after January 02, 2022 (MDH 0102XX) and on or before October 11, 2022 (MDH 1011XX) equipped with Driver Seat - Power Adjust 20-Way C4 (Sales Code JVN).	<b>MARKET APPLICABILITY:</b>			
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may comment on the following:</b> <ul style="list-style-type: none"> <li>One or both front seat cushion bolster adjustments are inoperable.</li> </ul>				
<b>CAUSE:</b>	Kinked supply hose within the front seat(s).				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-023, date of issue February 01, 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 adjusting the routing on the seat supply hose.

#### CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-13-48-90	Supply Hose, Seat Bolster - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-13-48-91	Supply Hose, Seat Bolster - Inspect and Re-Route Hoses (One Side) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
23-13-48-92	Supply Hose, Seat Bolster - Inspect and Re-Route Hoses (Both Sides) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 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 bulletins listed below. The single inspection LOP can not be used at this time:

- 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:**

If a customer's VIN is listed in VIP or your RSU VIN list, perform the Inspection. If any vehicle not on the VIN list exhibits the symptom/condition, perform the Inspection Procedure.

**NOTE:** Vehicle must be taken out of ship mode to enable thigh bolsters to function. Both front seats must be inspected for this symptom/condition.

1. Occupy the seat in the vehicle and operate the thigh bolster support by fully inflating and fully deflating (one full cycle) the system. Check if both thigh side bolsters are moving evenly and deflating simultaneously through one full cycle.

**NOTE:** Use the radio touch screen to function the thigh bolsters.

2. Did both the inboard and outboard thigh bolsters move evenly and deflate simultaneously through one full cycle?
  - YES>>> This bulletin has been completed, put vehicle back into ship mode if the vehicle is Unsold. Use inspect LOP (23-13-48-90) to close the active RSU.
  - NO>>> Proceed to [Step 1](#) of the Repair Procedure.

#### **REPAIR PROCEDURE:**

**NOTE:** The front seats do not need to be removed for this Repair Procedure. The Repair Procedure is the same for both front seats exhibiting this symptom/condition.

**NOTE:** All steps must be followed for this Repair Procedure. Do NOT stop the Repair Procedure when just one hose kink has been found. Each front seat has an inboard side hose assembly and an outboard hose assembly, both hose assemblies must be checked. The inboard side hose assembly is made up of both a clear hose, joined by a light pink/red hose. The outboard side hose assembly is made up of both a clear hose, joined by a light blue hose.

1. Adjust the front seat to the full forward position (Fig. 1) .



Fig. 1  
Fully Adjusting Seat

**NOTE: It is important to adjust the seat to the highest position in order to perform this Repair Procedure inside the vehicle without removing the seats.**

2. Adjust the front seat to the highest position (Fig. 1) .
3. Adjust the second row seat to full rear position (If Required).
4. Disconnect the two bungee straps from toe kick (Fig. 2) . Straps may be fastened out of the way to the seat back pocket while working (Fig. 2) .

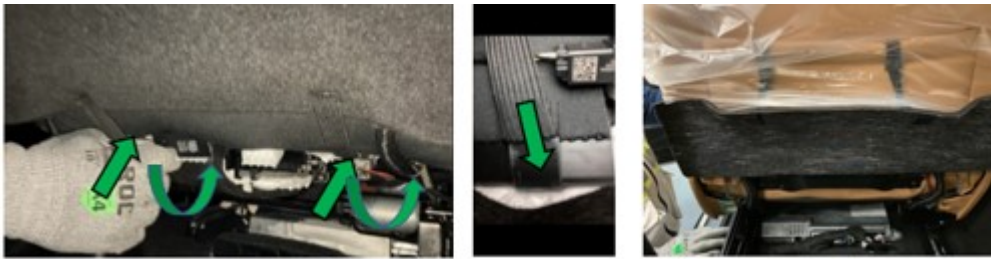


Fig. 2  
Disconnecting Two Bungee Straps

5. Using a suitable light source, locate the clear hose and check that is fastened and routed correctly (Fig. 3) . If any hose kinks are found, reroute the hose so the kink is not present.

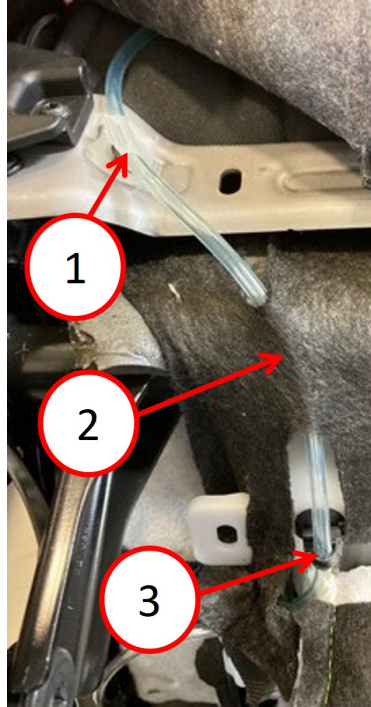


Fig. 3

**Correctly Fastened And Routed Light Blue Hose**

- 1 - Metal Bracket Fastener  
2 - Clear Hose Routed Above Mesh Fabric  
3 - Push Fastener With Tie Strap
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6. From the outboard side of the seat, inspect the clear hose (Fig. 3) .

**NOTE:**The easiest way to visually inspect the clear hose is to open the front door and stand on the outside of the vehicle bent over.

7. Remove the oblong push fastener from the suspension mat (Fig. 4) .

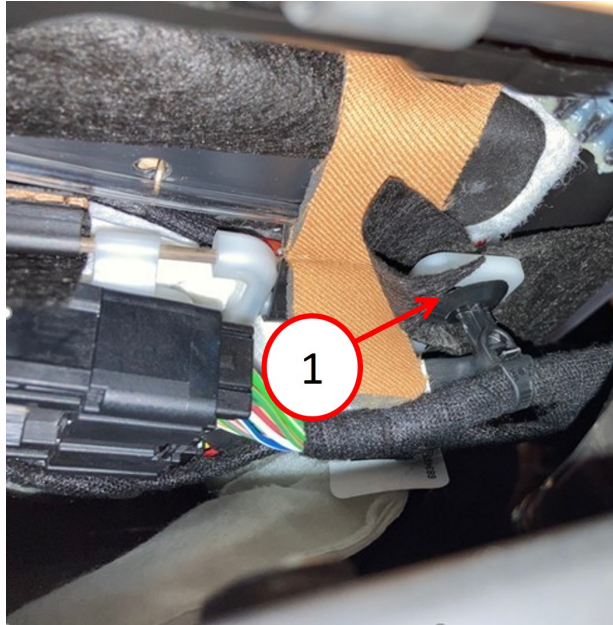


Fig. 4  
Oblong Push Fastener

1 - Oblong Push Fastener

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8. Locate the clear supply hose with white hose fitting (Fig. 5) . A properly routed clear hose should be hanging down, visible and hanging under the seat cushion (Fig. 5) . **If any hose kinks are found (Fig. 6) , reroute the hose so the kink is not present.**

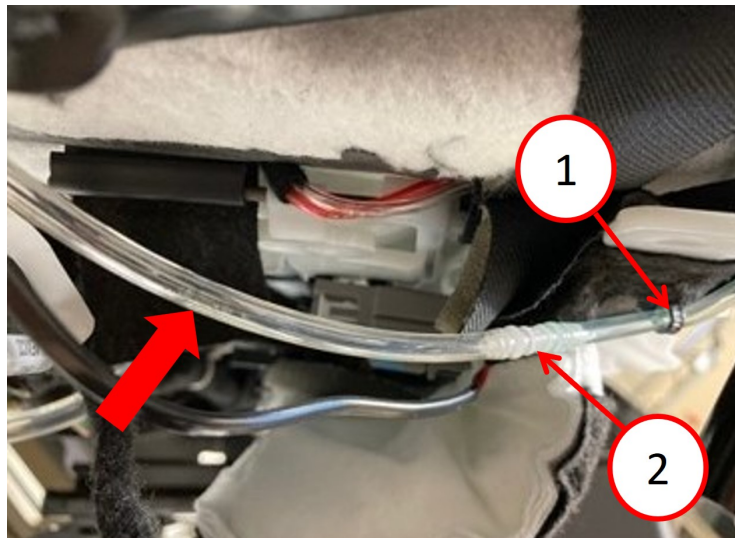


Fig. 5  
Properly Routed Clear Hose On Seat Side

1 - Push Fastener With Tie Strap  
2 - White Hose Fitting

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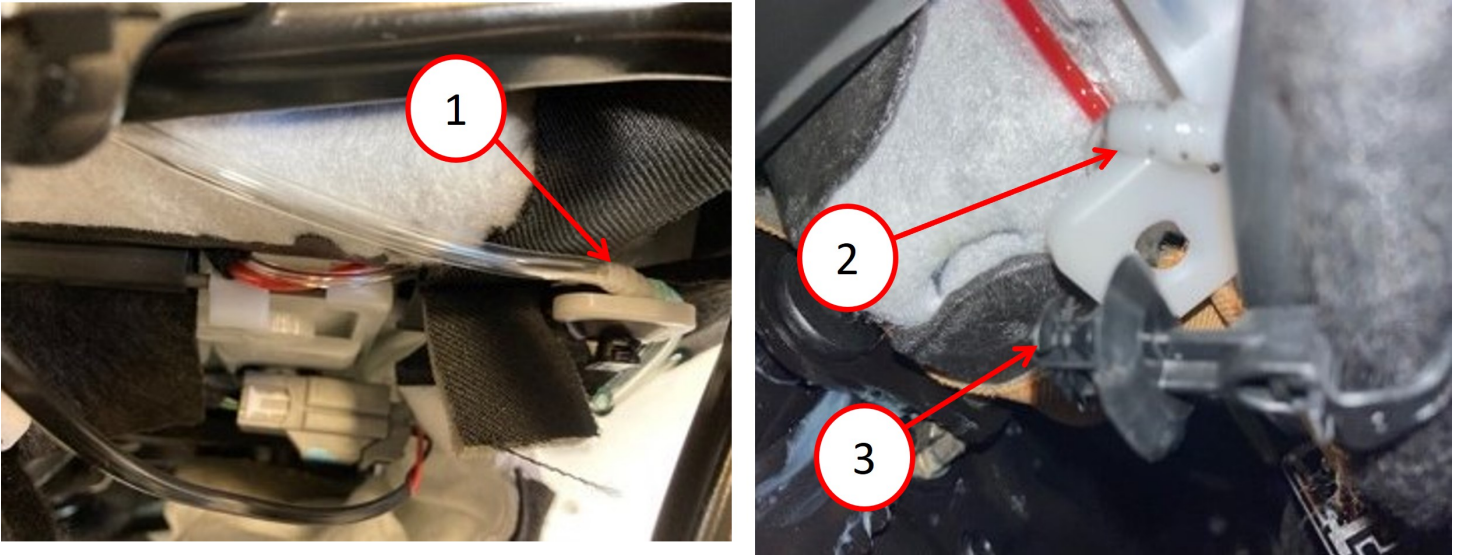


Fig. 6

### Possible Clear Hose Fitting Kink Locations

- 1 - Incorrectly Routed White Hose Fitting Over Suspension Mat
- 2 - White Hose Fitting With Kinked Clear Hose
- 3 - Removed Oblong Push Fastener

9. Install the oblong push fastener on the suspension mat (Fig. 4) .
10. Remove the front seat back panel. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>23 - Body / Seats, Front / Panel, Seat Back / Removal.
 

**NOTE: The outboard side hose assembly is made up of both a clear hose, joined by a light blue hose. The inboard side hose assembly is made up of both a clear hose, joined by a light pink/red hose.**
11. Check both the inboard and outboard side hoses up to the valves (Fig. 7) for proper hose routing, fastening and connection to the valve (Fig. 8) . If any hose kinks or disconnections are found, reroute and or connect the hose so the issue is not present.

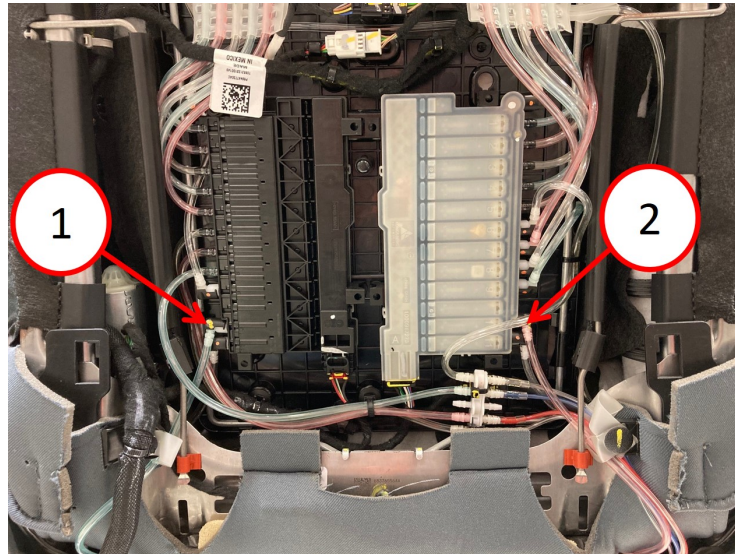


Fig. 7

**Driver Seat Outboard And Inboard Seat Thigh Bolster Valves**

- 1 - Outboard Side Thigh Bolster Valve (Driver Seat Shown)
  - 2 - Inboard Side Thigh Bolster Valve (Driver Seat Shown)
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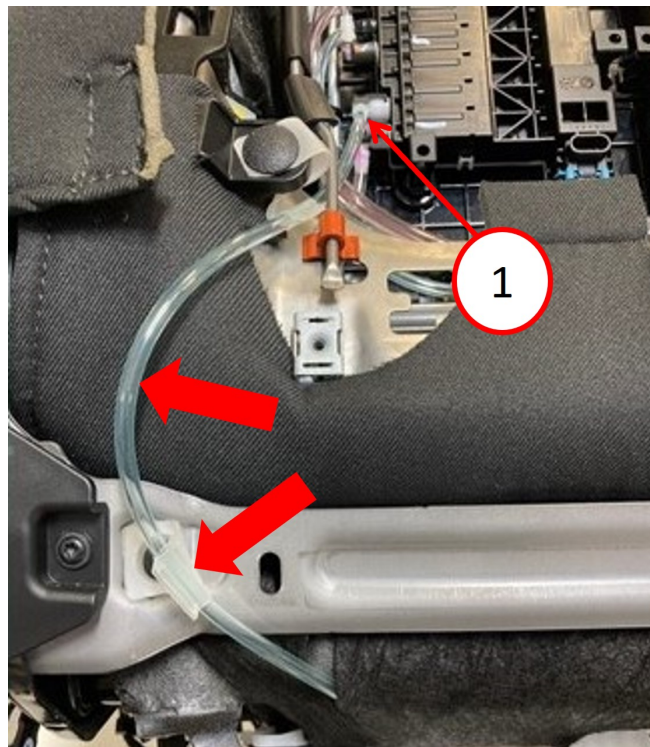


Fig. 8

**Correctly Routed Outboard Side Hose Up To Valve (Driver Seat Shown)**

- 1 - Thigh Bolster Valve
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- 12. Install the front seat back panel. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info>23 - Body / Seats, Front / Panel, Seat Back / Installation.
- 13. Connect the two bungee straps on toe kick (Fig. 2) .
- 14. Adjust the seat down and back (Fig. 1) .

15. Occupy the seat in the vehicle and operate the thigh bolster support by fully inflating and fully deflating (one full cycle) the system. Check if both thigh side bolsters are moving evenly and deflating simultaneously through one full cycle.
16. Did both the inboard and outboard thigh bolsters move evenly and deflate simultaneously through one full cycle?
  - YES>>> This bulletin has been completed, put vehicle back into ship mode if the vehicle is Unsold. Proceed to [Step 17](#).
  - NO>>> Re-check hoses for kinks. Proceed to [Step 1](#).
17. 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.

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