

Technical Service Bulletin (TSB)

Second Row Headrest Fold Flat Inoperative

REFERENCE:	TSB: 23-014-23 GROUP 23 - Body	Date:	February 1, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built on or after June 04, 2021 (MDH 0604XX) and on or before August 19, 2022 (MDH 0819XX).			MARKET APPLICABILITY:	
				<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
CUSTOMER SYMPTOM:	<ul style="list-style-type: none"> • Second row seat does not fold flat. • Seat does not perform easy entry release to enter third row seating. • Seat headrest does not fold with electronic fold button. 				
CAUSE:	Either the: <ul style="list-style-type: none"> • Clips not correctly attached to frame by operator. • Cable adjusters not properly adjusted and/or locked. • Cables not routed correctly in frame. 				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-020, 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 reattaching the actuator cable(s).

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-13-50-9A	Second Row Headrest Fold Flat - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-13-50-9B	Second Row Headrest Fold Flat - Inspect and Repair (One Side) (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.0 Hrs.
23-13-50-9C	Second Row Headrest Fold Flat - Inspect and Repair (Both Sides) (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.7 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 Inoperative.
- 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.

SPARE PARTS:

Qty	Part No.	Description	Notes
4 (AR)	06513052AA	Screw, 6 Lobe Locking, M10 x 1.5 x 38.0	

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 the symptom/condition, perform the repair.

REPAIR PROCEDURE:

1. Move the seat from the upright to folded position, manually and by the electronic controls. Does the headrest go into the fold flat position (Fig. 1) ?

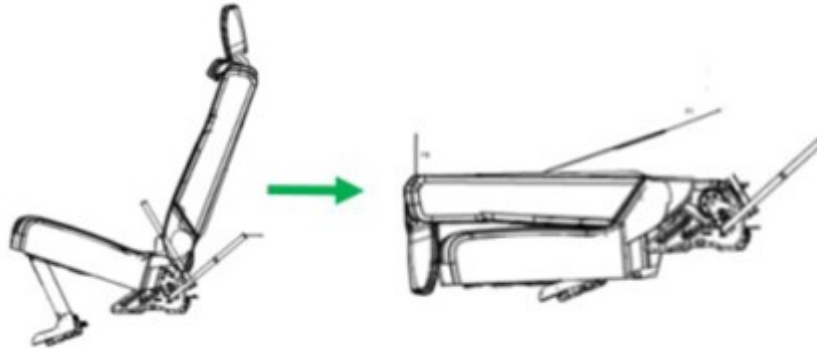


Fig. 1
Seat Locked Position

- YES>>> This bulletin has been completed, use inspect LOP (23-13-50-9A) 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 2](#).
2. Remove the seat. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, Second Row /Seat, Second Row / Removal and Installation.
 3. Disassemble the seat back trim from the seat (Fig. 2) .



Fig. 2
Disassemble Seat Back

4. Remove EZ entry bezel and power cable to switch (Fig. 3) .



Fig. 3
EZ Entry Switch

5. Detach the back trim from the LH side of the seat (Fig. 4) .



Fig. 4
Detach Cover

6. Carefully pull trim seat and foam forward from frame (Fig. 5) .



Fig. 5
Trim Pulled Forward

7. Open splitter box and check to see that it is installed same (Fig. 6) , if not modify to look like (Fig. 6) .

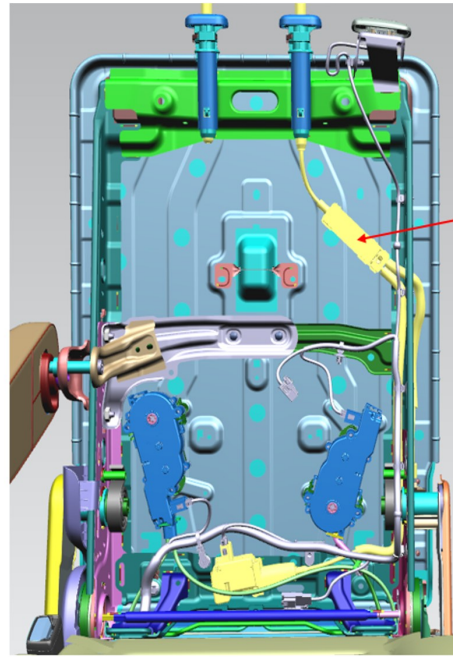


Fig. 6
Splitter Box

8. Detach cap from actuator and check if cable is attached to actuator with white clip (Fig. 7) . If not reassemble actuator to cap to clip to cable.

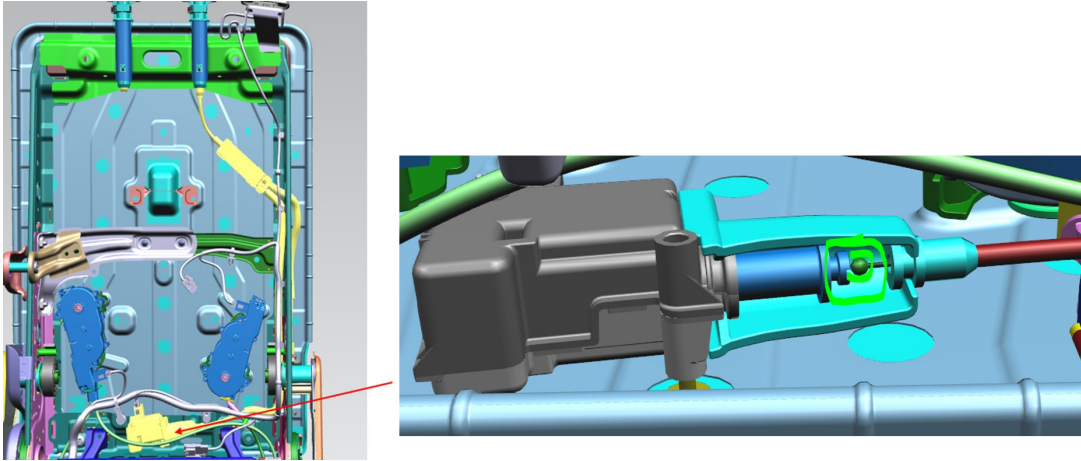


Fig. 7
Cable Attachments

9. Check and attached the four cables for proper attachment (Fig. 8) .



Fig. 8
Reattaching Cables

10. Reassemble the seat back (Fig. 9) .



Fig. 9
Trim Assembly

11. Install the seat. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, Second Row /Seat, Second Row / Removal and Installation.

12. Verify the headrest and seat operation.
13. Does the headrest and seat operate properly?
 - YES>>> This bulletin has been completed, use LOP (23-13-50-9B for one seat or 23-13-50-9C for both seats) this bulletin is complete. Proceed to [Step 14](#).
 - NO>>> Further normal seat diagnosis may be necessary.
14. 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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