

Technical Service Bulletin (TSB)

Third Row Seat Won't Fold Due To Bent Lever

REFERENCE:	TSB : 23-015-23 GROUP 23 - Body	Date:	February 1, 2023	REVISION :	-
VEHICLES AFFECTED:	2022 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built of 0604XX) and on or before September 2	It on or after June 04, 2021 (MDH		MARKET AF	PLICABILITY: MEA IAP CH
CUSTOMER SYMPTOM:	Customers may comment on the following:Third row manual seat will not lock in the recline position and will not fold flat with rear pull strap.				
CAUSE:	Lever is contacting with the cargo tub.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-022, 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 seat bracket tab to clear the cargo tub.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-13-50-9D	Third Row Release Lever - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-13-50-9E	Third Row Release Lever - Inspect and Repair (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 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 Bulle- tin 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:

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 Inspection Procedure.

- 1. Move the third row seat from the folded position, to the upright position (Fig. 1). Does the seat lock in the first locking position?
 - YES>>> This bulletin has been completed, use inspect LOP (23-13-50-9D) 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.

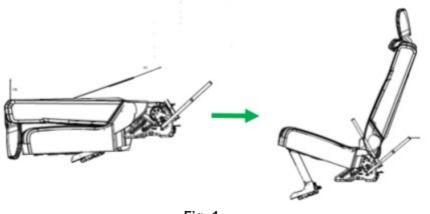


Fig. 1 Seat Locked Position

2. Pull back the seat flipper panel and inspect both the left and right sides (Fig. 2), to see is if the metal strap bracket is contacting the cargo tub (Fig. 3).

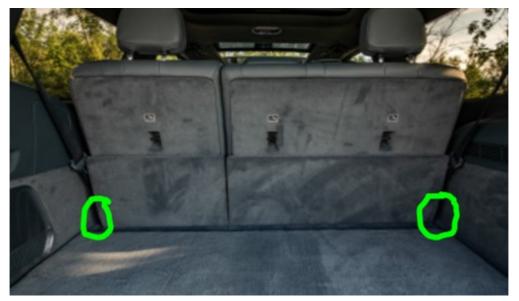


Fig. 2 Area To Inspect

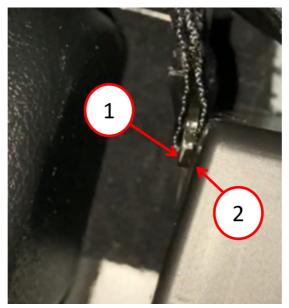


Fig. 3 Metal Strap Bracket Contacting Cargo Tub

- 1 Metal Strap Bracket 2 - Cargo Tub
- 3. Is the metal strap bracket is contacting the cargo tub on the left, right or both sides (Fig. 3)?
 - YES>>> Proceed to Step 1 of the Repair Procedure.
 - NO>>> This bulletin has been completed, use inspect LOP (23-13-50-9D) 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).

23-015-23

REPAIR PROCEDURE:

- Using a suitable tool, slowly push the metal strap bracket outward, to create clearance away from the cargo tub (Fig. 3) do not bend the metal strap bracket more than 5 mm (0.19 in.). Repeat this step for the left, right or both seats.
- 2. Lift up one or both seats from folded flat position, to first locking upright seat position.
- 3. Did one or both seat stay in the upright locked position?
 - YES>>> This bulletin has been completed.
 - NO>>> Repeat Step 1 until one or both seats stay in the upright locked position.
- 4. 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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