

**Technical Service Bulletin (TSB)**  
**Third Row Headrest Fold Flat Inoperative**

<b>REFERENCE:</b>	<b>TSB:</b> 23-013-23 <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 June 04, 2021 (MDH 0604XX) and on or before August 19, 2022 (MDH 0819XX) equipped with 3RD Row Seat-60/40 Power Recline (Sales Code CBB) or 3RD Row Seat-60/40 Manual Recline (Sales Code CFG).	<b>MARKET APPLICABILITY:</b>			
<b>CUSTOMER SYMPTOM:</b>	Third row headrest does not lock in the seating position.				
<b>CAUSE:</b>	<b>Either the:</b> <ul style="list-style-type: none"> <li>• Clips not correctly attached to frame by operator.</li> <li>• Cable adjusters not properly adjusted and/or locked.</li> <li>• Cables not routed correctly in frame.</li> </ul>				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-019, 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.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-20-63-93	Third Row Headrest Fold Flat - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-63-94	Third Row Headrest Fold Flat - Inspect and Repair (One Side) (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.0 Hrs.
23-20-63-95	Third Row Headrest Fold Flat - Inspect and Repair (Both Sides) (1 - Semi-Skilled)	6 - Electrical and Body Systems	1.8 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 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.

**SPARE PARTS:**

Qty	Part No.	Description	Notes
8 (AR)	06513060AA	Bolt, Hex Head, M10 x 1.50 x 32.00	
4 (AR)	06102437AA	Nut and Washer, Hex Nut-Coned Washer, M10 x 1.5	
4 (AR)	06511060AA	Nut and Coned Washer, Hex, M12 x 1.75	

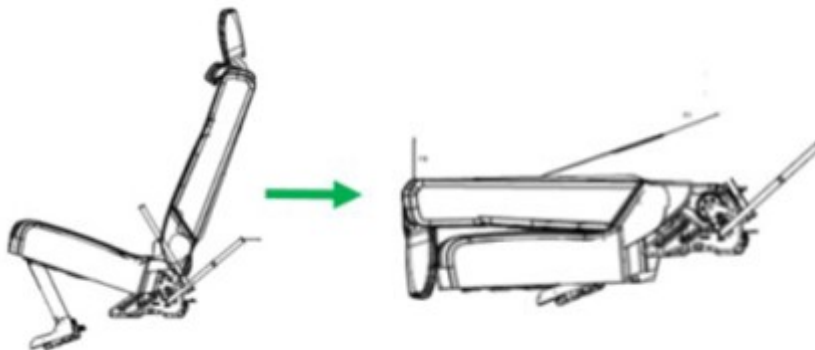
**DIAGNOSIS:**

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.

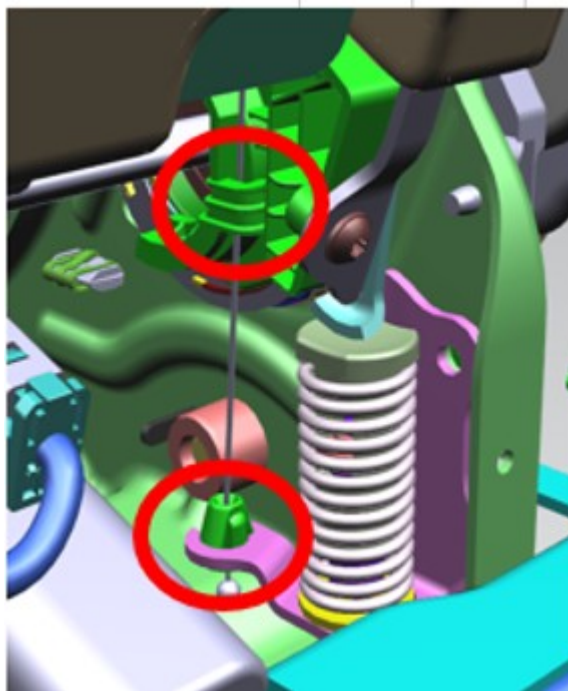
**REPAIR PROCEDURE:**

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**

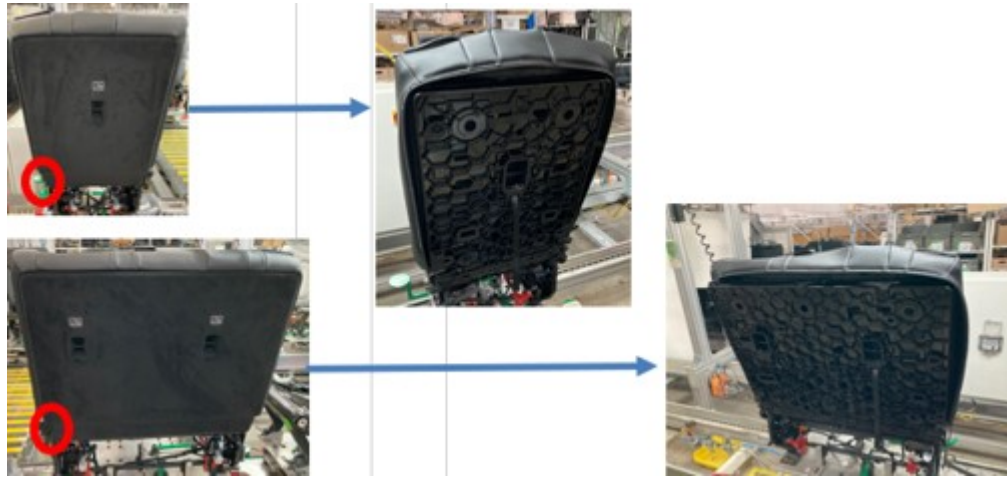
- YES>>> This bulletin has been completed, use inspect LOP (23-20-63-93) if only performing this RSU to close the active RSU. If performing multiple RSUs for seat issues use related inspect LOP (23-13-50-51).
  - NO>>> Proceed to [Step 2](#).
2. Check that cable is attached to both Cam and Structure at the red circles (Fig. 2) .



**Fig. 2**  
**Cam Cable**

3. Is the cable at the cam and structure disconnected (Fig. 2) ?
  - YES>>> Reattach the cable in the cam and attach to bracket, and verify headrest and seat operation, if the seat operates properly this bulletin has been completed, use LOP (23-20-63-94).
  - NO>>> Proceed to [Step 4](#).
4. Remove the seat. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, Third Row /Seat, Third Row / Removal and Installation.

5. Detach the seat back carpet by pulling on it at the red area (Fig. 3) . Undo the trim from the metal channel all around.



**Fig. 3**  
**Seat Back Trim Removal**

6. Carefully pull the bottom of the seat back trim of the seat forward so the cables are visible (Fig. 4) .



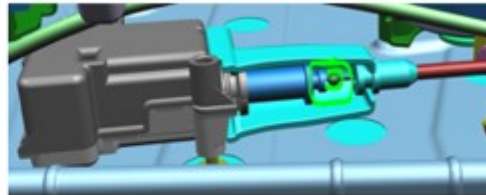
**Fig. 4**  
**Seat Back Trim**

7. Open splitter box and check to see that it is installed same (Fig. 5) , if not modify to look like (Fig. 5) .



**Fig. 5**  
**Splitter Box**

8. Detach cap from actuator and check if cable is attached to actuator with white clip (Fig. 6) . If not reassemble actuator to cap to clip to cable.



**Fig. 6**  
**Cable Attachments**

9. Check and attached the four cables for proper attachment (Fig. 7) .



Fig. 7  
Reattaching Cables

10. Reassemble the seat back (Fig. 8) .

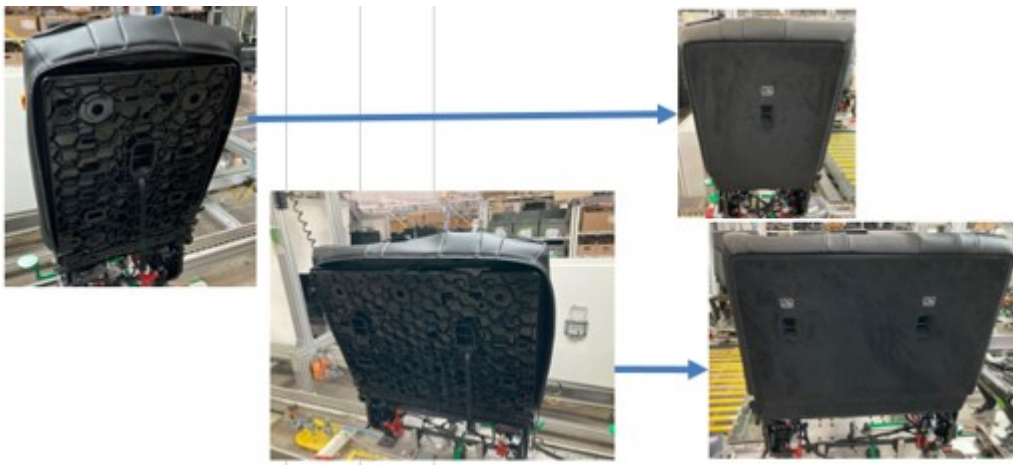


Fig. 8  
Trim Assembly

11. Install the seat. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats, Third Row /Seat, Third 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 (23-20-63-94 for one seat or 23-20-63-95 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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