

Technical Service Bulletin (TSB)
Flash: Memory Seat Module (MSM) Updates

REFERENCE:	TSB: 08-253-23 GROUP: 08 - Electrical	Date:	November 28, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WS) Wagoneer/Grand Wagoneer This bulletin applies to vehicles built on or before August 11, 2023 (MDH 0811XX) equipped with a Driver Seat - Power Adjust 20-Way (Sales Code JVN).			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:	Customers may experience:				
	<ul style="list-style-type: none"> Memory seat does not stay saved to the customers desired set position. 				
CAUSE:	MSM software.				

REPAIR SUMMARY:

This bulletin involves reprogramming the MSM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-52-33-9C	Module, Memory Seat Module (MSM) - Reprogram (0 - Introduction)	8 - Electrical	0.3 Hrs.
Failure Code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

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 the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the MSM with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Using wiTECH, perform the "proxi configuration alignment" routine located in the "Diagnostic Procedures" tab found on the "Vehicle View" page.
3. Navigate to the "Misc Functions" tab in MSM. Select and perform the "Calibration/Standardization" routine.
4. Perform seat calibration on both sides by using the seat switch to move the seat all the way to the rear and then all they way forward.
5. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
6. Set and save a memory seat position. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 08 - Electrical / 8E - Electronic Control Modules / Module, Memory Seat (MSM) / Description and Operation.
7. Cycle the ignition and confirm that the memory seat recalls to the desired seat position.

POLICY:

Reimbursable within the provisions of the warranty.

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