

Technical Service Bulletin (TSB)
Driver Door Seat Massage Switch Inoperative

REFERENCE:	TSB: 08-017-25 GROUP: 08 - Electrical	Date:	January 24, 2025	REVISION:	-
VEHICLES AFFECTED:	2024 (WL) Jeep Grand Cherokee / Grand Cherokee L This bulletin applies to vehicles built on or after April 22, 2024 (MDH 0422XX) and on or before August 28, 2024 (MDH 0828XX) equipped with a 5.7L V8 HEMI MDS VVT Engine (Sales Code EZH) and Power Seat Back Massage - Driver (Sales Code CE9).	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none"> The seat massage switch located on the driver door does not work. (Seat massage system still operates via the radio). 				
CAUSE:	Incorrect left front door wiring				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-110, date of issue January 24, 2025. All applicable 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.

REPAIR SUMMARY:

This bulletin involves inspecting the left front door seat massage switch operation and possibly replacing the left front door wiring harness.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-90-45-98	Inspect Left Front Seat Massage Operation (2 - Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-90-45-99	Inspect and Replace Left Front Door Wiring Harness (0 - Introduction)	6 - Electrical and Body Systems	1.1 Hrs.
Failure Code	ZZ	Customer Concern	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68599507AB	Wiring, Front Door, Left	

DIAGNOSIS:

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

REPAIR PROCEDURE:

1. Attempt to operate the seat massage switch located on the front left door panel [Fig. 1](#).



Fig. 1
Front Left Door Panel Seat Massage Switch

1 - Front Left Door Panel Seat Massage Switch

2. Does the front left door seat massage switch operate?
 - YES>>> This bulletin has been completed. Use Inspection LOP (08-90-45-98) to close the active RSU.
 - NO>>> Replace the left front door harness. Proceed to [Step 3](#).
3. Remove the front left door carrier plate. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Doors - Front / Plate, Carrier / Removal.

4. Place the carrier plate dry side down [Fig. 2](#).



Fig. 2

Carrier Plate Dry Side Facing Down

5. Pop out the passive antenna clip from the carrier plate by pushing down on the right side of connector and pushing out from the back to pop out [Fig. 3](#).

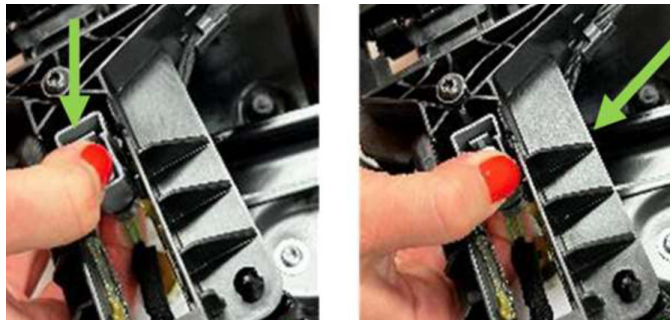


Fig. 3

Passive Entry Antenna

6. Remove clip from back left side of carrier plate chassis [Fig. 4](#).



Fig. 4

Carrier Plate Chassis Clip

7. Release the wire harness from its retention tabs [Fig. 5](#).

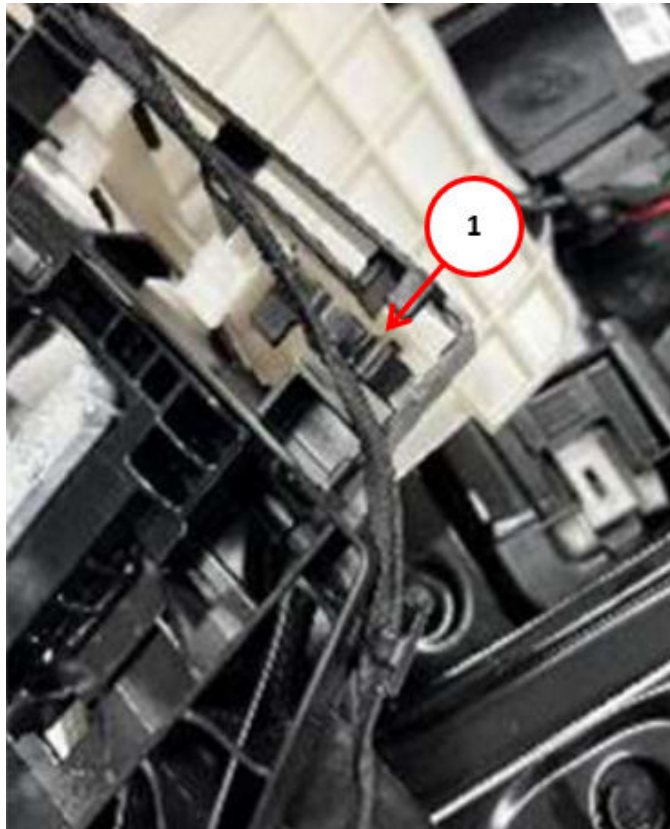


Fig. 5
Wire Retention Tab

1 - Wire Harness Clip

8. Remove the other clip on the carrier plate chassis that is on the front side [Fig. 6](#).



Fig. 6
Chassis Clip

9. Cut the long retention clip to remove the clip [Fig. 7](#).

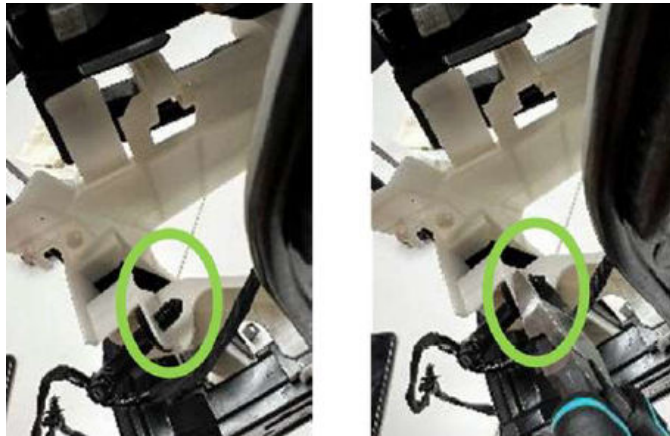


Fig. 7
Retention Clip

10. Remove the two clips connected on each side of the latch [Fig. 8](#).

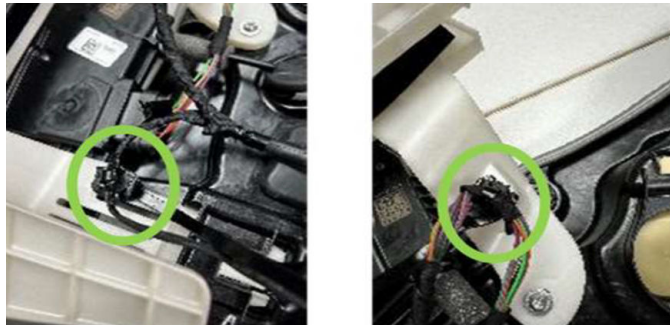


Fig. 8
Clip Locations

11. Flip the carrier plate over so that the wet side is down on the table [Fig. 9](#).



Fig. 9
Carrier Plate Wet Side Facing Down

12. Remove the inside handle cable circle grommet located above the access cover by pushing in [Fig. 10](#).

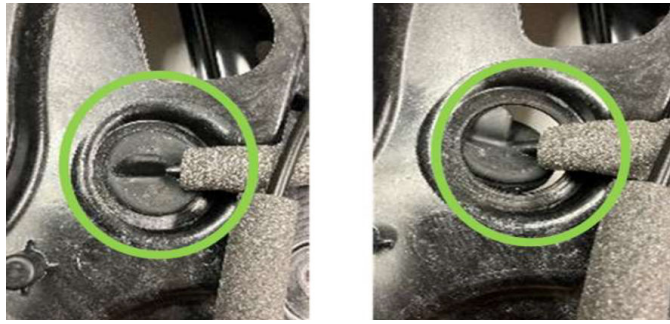


Fig. 10
Cable Handle Grommet

13. Slide the latch out of the clips by pulling back on the tabs and pushing out the latch [Fig. 11](#).



Fig. 11
Latch Removal

14. Disconnect the latch from the wire harness connector by pulling up on the tab [Fig. 12](#).

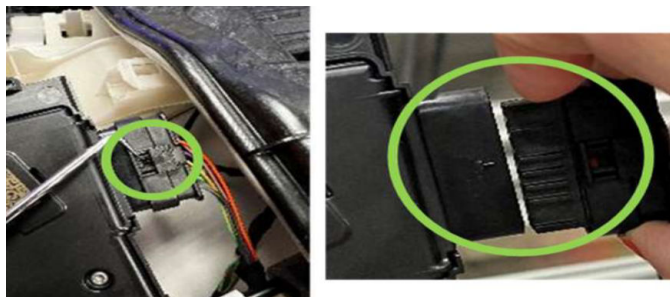


Fig. 12
Latch Wire Harness Connector

15. Pop out the D grommet by pushing from the wet side of the carrier plate and pull all the extra wires from the wet side to the dry side through that grommet hole [Fig. 13](#).

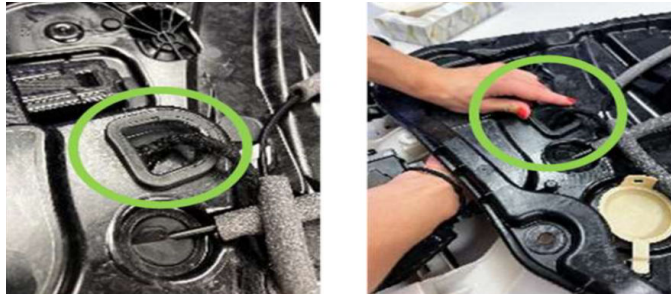


Fig. 13
D Grommet

16. Unseat the crash sensor tab by pushing the smaller tab inward and down [Fig. 14](#).



Fig. 14
Crash Sensor

17. Once tab is unseated, disconnect the wire harness connector [Fig. 15](#).

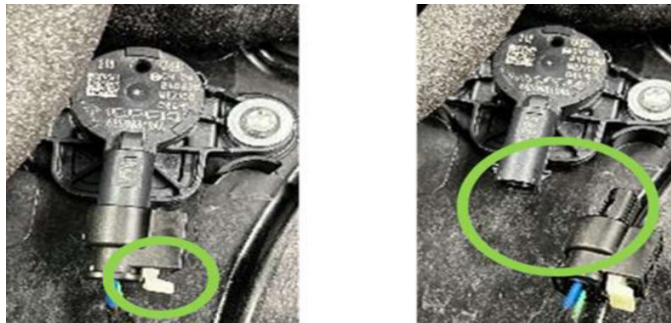


Fig. 15
Crash Sensor Wire Harness Disconnect

18. Unseat the motor connector tab by pushing inward and down on red tab [Fig. 16](#).

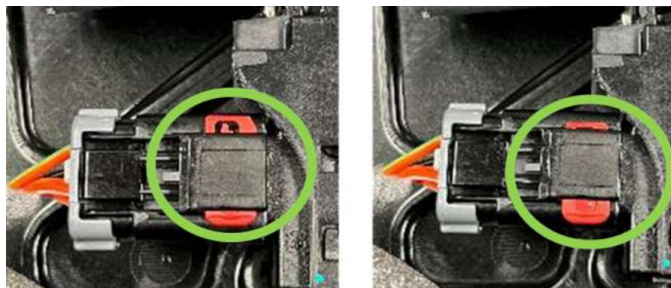


Fig. 16
Motor Wire Harness Connector

19. Once the motor connector tab is unseated, disconnect the wire harness connector [Fig. 17](#).



Fig. 17

Motor Tabs To Disconnect Wire Harness Connector

20. Disconnect the Door Control Module (DCM) wire harness connectors [Fig. 18](#).

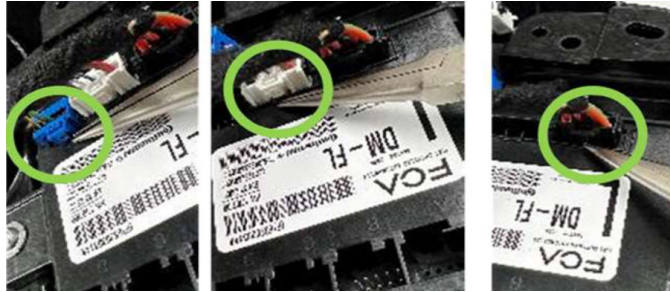


Fig. 18

DCM Wire Harness Connectors

21. Remove the wire harness clips located below the crash sensor [Fig. 19](#).

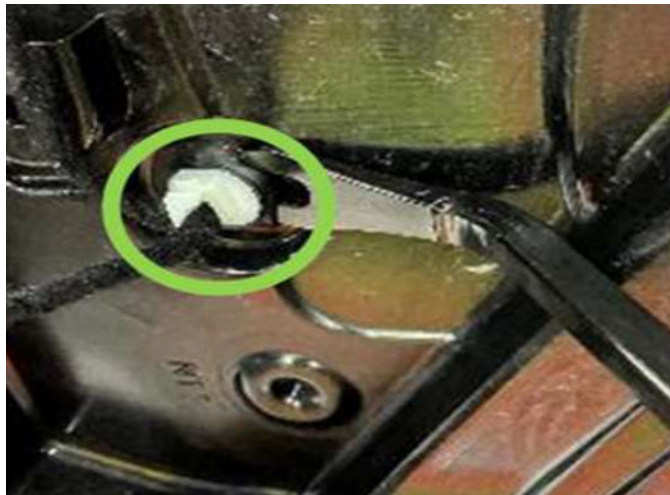


Fig. 19

Wire Harness Clip

22. Pop out the inside handle cable from the white clips and allow the cable to sit free [Fig. 20](#).

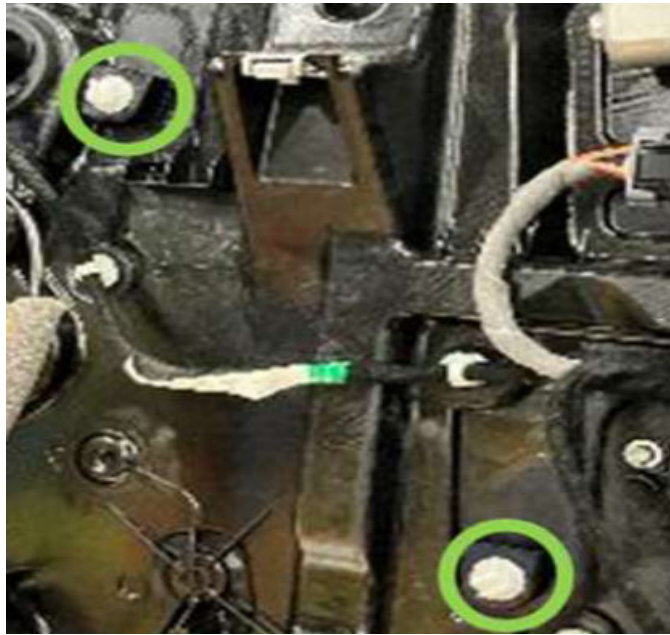


Fig. 20

Inside Handle Cable Retainers

23. Remove the seven wire harness clips attached to the door carrier plate [Fig. 21](#).



Fig. 21

Wire Harness Clips

24. Remove the speaker wire from the retention clip [Fig. 22](#).



Fig. 22
Speaker Wire Retaining Clip

25. Remove the clip on the back side of the speaker hole [Fig. 23](#).



Fig. 23
Speaker Wire Harness Backside Clip

26. Pop out the oval grommet by pushing it in towards the wet side [Fig. 24](#).



Fig. 24
Oval Grommet

27. Once the grommet is popped out, pull it and the wire harness boot through the oval hole so that the wire harness is free from the carrier plate [Fig. 25](#).



Fig. 25
Remove Grommet

28. **DISCARD** the wire harness that is now freed from the carrier plate.

29. Place the carrier plate wet side down [Fig. 26](#).



Fig. 26
Carrier Plate Wet Side Facing Down

30. Route the **NEW** wire harness boot and oval grommet through the oval hole [Fig. 27](#).



Fig. 27
Install Grommet

31. Pull and fully seat the oval grommet into the oval grommet hole [Fig. 28](#).

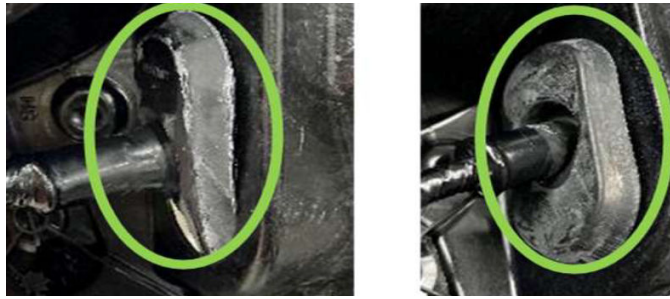


Fig. 28
Fully Seated Grommet

32. Connect the six wire harness clips to the carrier plate [Fig. 29](#).

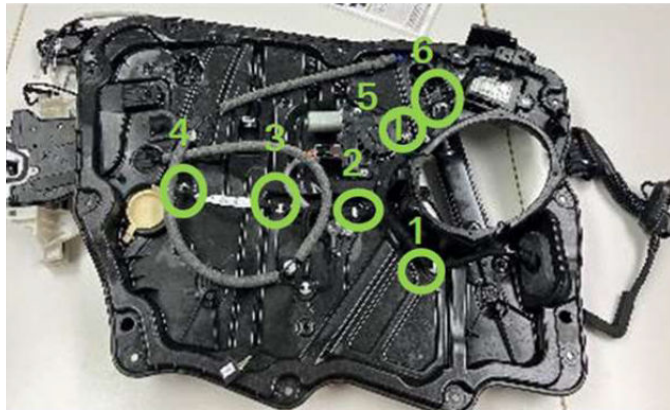


Fig. 29
Wire Harness Clip Locations

33. Route the speaker wire and clip it in the speaker wire clip [Fig. 30](#).



Fig. 30
Speaker Wire Clip

34. Feed the wire for the latch and the passive entry antenna through the D grommet hole [Fig. 31](#).

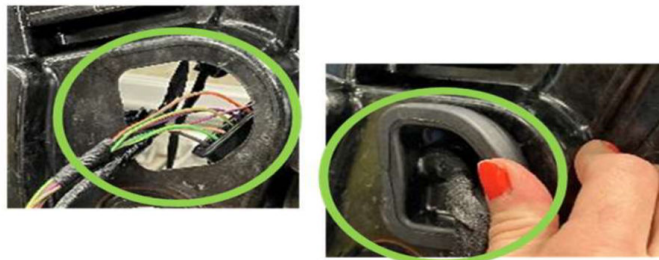


Fig. 31
Wire Harness Routing - D Grommet Seated

35. Seat the D grommet to the carrier plate [Fig. 31](#).

36. Connect the wire harness connectors to the DCM Fig. 32.



Fig. 32

DCU Wire Harness Connectors

37. Connect the wire harness connector to the motor connector and lock the connector locking tab to ensure the harness connector is fully seated Fig. 33.

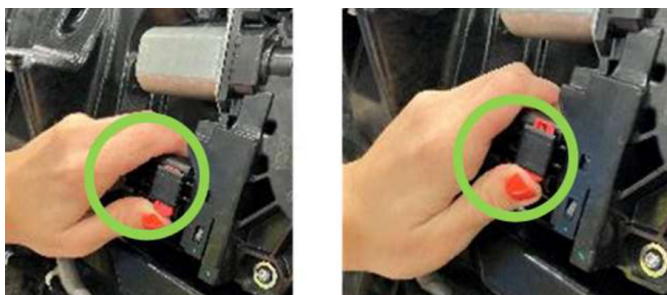


Fig. 33

Motor Wire Harness Connector

38. Push in the clip above the crash sensor Fig. 34.

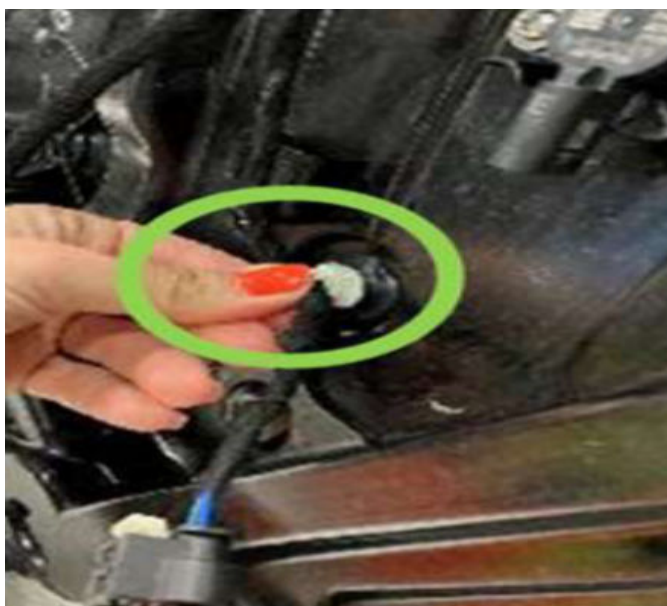


Fig. 34

Crash Sensor Clip

39. Connect the wire harness to the crash sensor and lock the connector locking tab to ensure the harness connector is fully seated [Fig. 35](#).

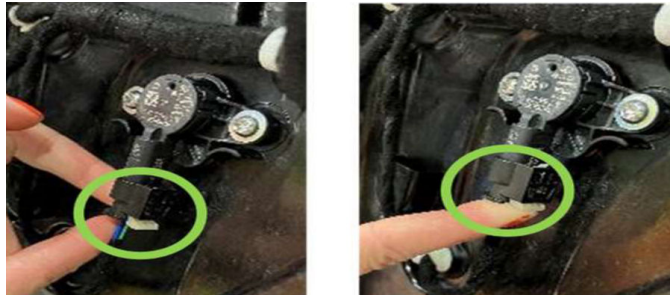


Fig. 35

Crash Sensor Wire Harness Connected

40. Route the inside handle cable back into the white clips [Fig. 36](#).

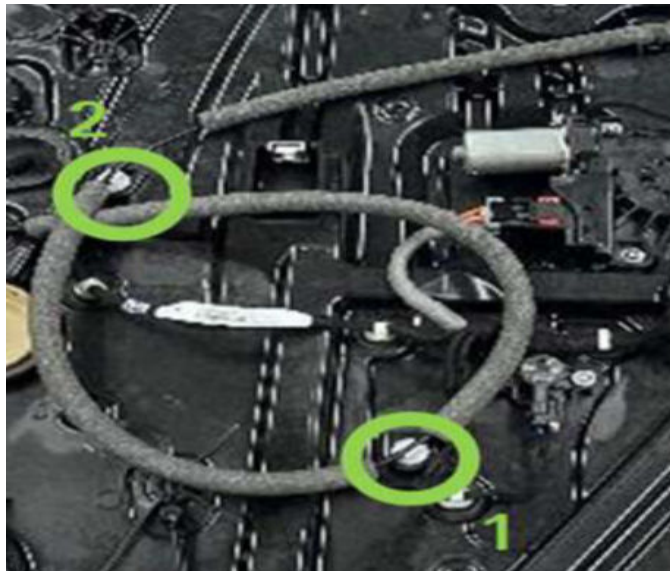


Fig. 36

Handle Cable Routing Into Clips

41. Connect the wire harness to the latch connector and confirm it is fully seated [Fig. 37](#).

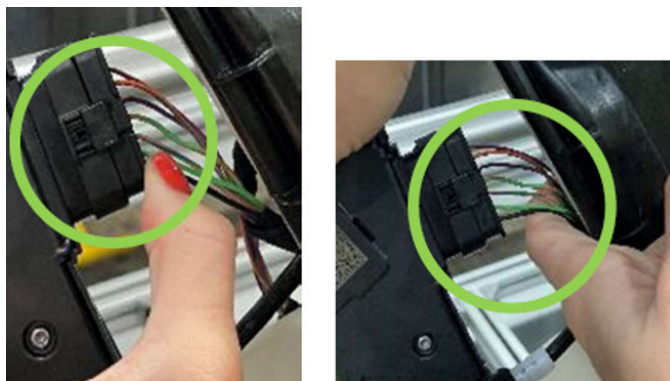


Fig. 37

Latch Wire Harness Connector

42. Seat the latch and then pull back on latch to make sure the latching tabs are fully seated [Fig. 38](#).



Fig. 38
Latch Assembly

43. Flip over the carrier plate so that the dry side is facing down [Fig. 39](#).



Fig. 39
Carrier Plate Dry Side Facing Down

44. Connect the two wire harness clips on both sides of the latch [Fig. 40](#).

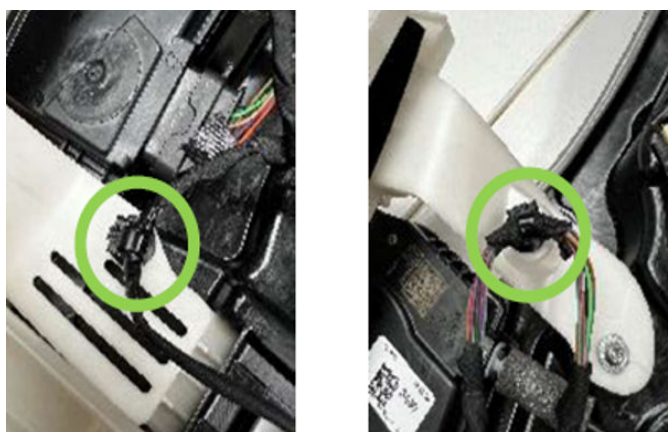


Fig. 40
Latch Wire Harness Clips

45. Connect the large clip [Fig. 41](#).



Fig. 41
Large Clip

46. Connect the chassis clip [Fig. 42](#).

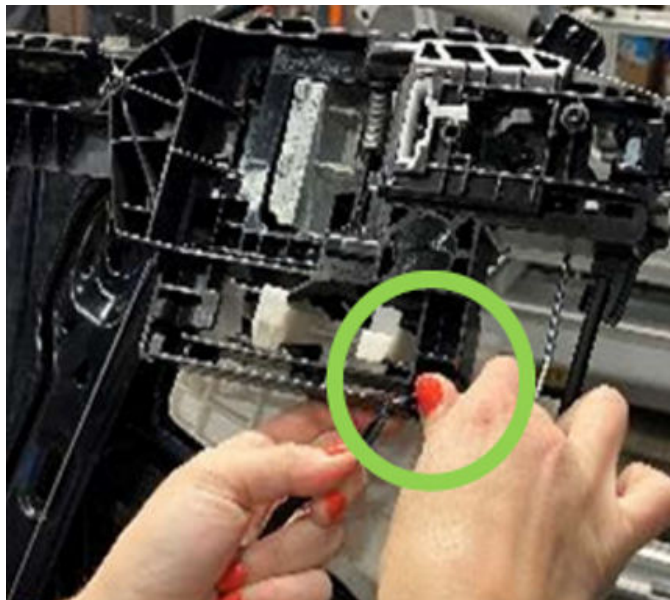


Fig. 42
Chassis Clip

47. Secure the wire harness into its harness retention [Fig. 43](#).

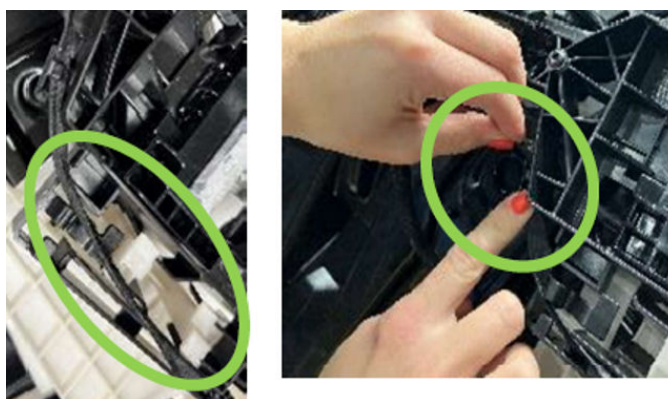


Fig. 43
Wire Harness Retention

48. Connect the chassis clip [Fig. 44](#).

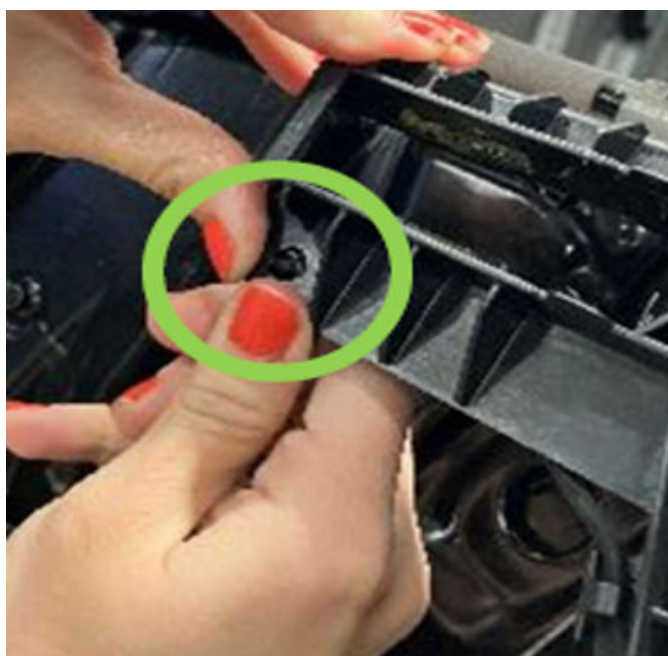


Fig. 44
Chassis Clip

49. Route the passive entry antenna clip along the left edge of the antenna until it clips into the tab [Fig. 45](#).

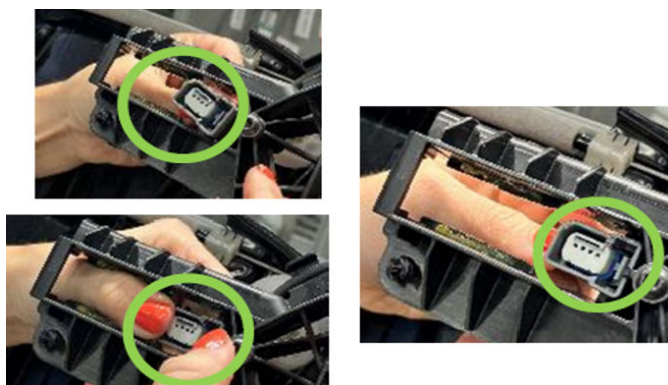


Fig. 45
Passive Entry Antenna Clip

50. Install the front left door carrier plate. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 23 - Body / Doors - Front / Plate, Carrier / Installation.

POLICY:

Reimbursable within the provisions of the warranty.

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