

## Technical Service Bulletin (TSB)

### Right Front Heated Seat Inoperative

REFERENCE:	TSB: 08-111-25 GROUP: 08 - Electrical	Date:	April 9, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (WL) Jeep Grand Cherokee/ Grand Cherokee L This bulletin applies to vehicles built on or after October 17, 2024 (MDH 1017XX) and on and before October 25, 2024 (MDH 1025XX) equipped with Heated Front Seats (Sales Code JPM).			MARKET APPLICABILITY: <div><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</div>	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): <ul style="list-style-type: none"><li>B1E9A - Front Right Heater Control 1 – Circuit Open.</li></ul> Customers may experience the following: <ul style="list-style-type: none"><li>Right front heated seat will not activate or will shut off after a few seconds.</li></ul>				
CAUSE:	Damaged harness connector				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-059, date of issue April 09, 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 and possibly repairing the heated seat harness connector.

#### CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-20-38-9A	Inspect Harness Connector (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-38-9B	Inspect And Repair Harness Connector (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.6 Hrs.
Failure Code	ZY	Service Action	

#### SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68502132AA	24 Way - Female Wiring Kit	

**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.

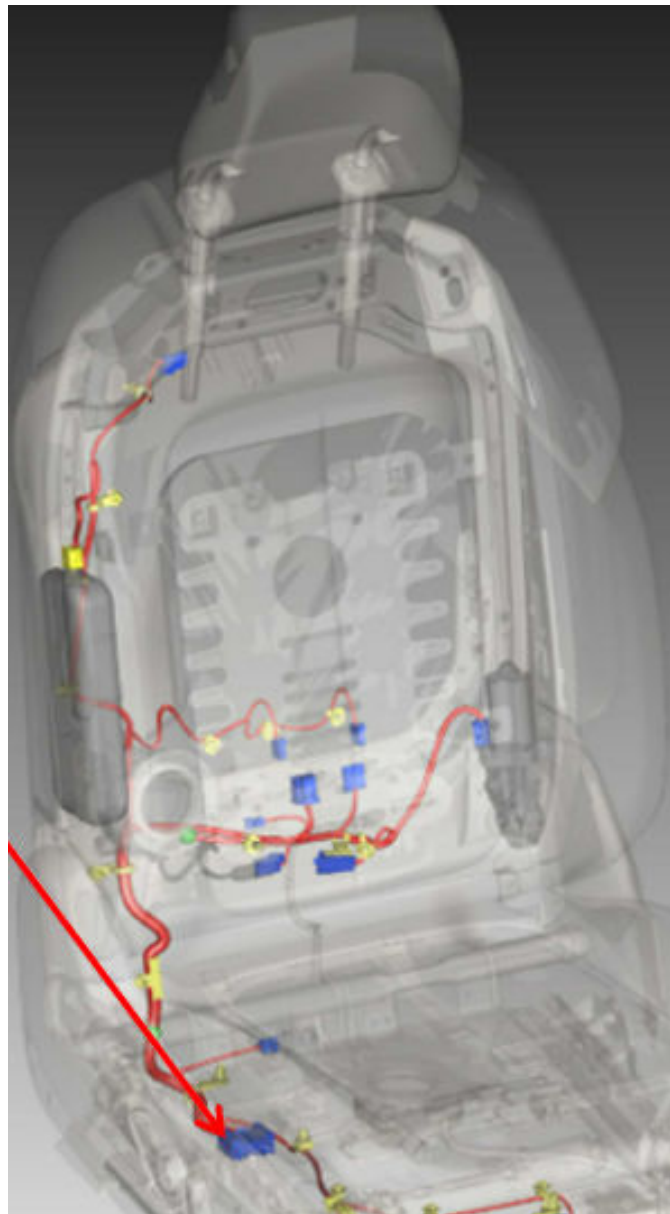
If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

**SPECIAL TOOLS/EQUIPMENT:**

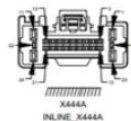
Description	Ref. No.	Notes
wiTech or equivalent	—	Essential Tool

**REPAIR PROCEDURE:**

1. With the vehicle ignition on, open the right rear door.
2. Under the front passenger seat, disconnect inline connector XY444A and inspect pin 18 for a spreading condition [Fig 1](#), [Fig. 2](#).



**Fig. 1**  
XY444A Harness Connector Location



Cavity	Circuit	Color	Spec	Cavity Plug	Term Mat	Option
1	M118V	YE/VT	SABT-0.35	-	SN	LBW & SB
2	P859D_1	GY/GN	SABT-0.35	-	SN	CAJ & (JWA & JWG)
2	P859D_2	GY/GN	SABT-0.35	-	SN	CAJ & JWJ
3	P857F	GN	SABT-0.35	-	SN	JPM
4	P158D	OG/DO	SABT-0.75	-	SN	LES & SJH
5	G554D	BN/YE	SABT-0.35	-	SN	LES
6	P988M	GN/BG	SABT-0.35	-	SN	LES
7	P856D	BG/GN	SABT-0.35	-	SN	JPM
8	D367CP	WH	SABT-0.35	-	SN	CES
9	D368CQ	DB/WH	SABT-0.35	-	SN	CES
10	P750B	GN	SABT-0.35	-	SN	CES
11	P171B	GN/VT	SABT-0.35	-	SN	((1 CES & JWG & SB)) ((1 CES & JWG & SB)) ((1 CES & JWJ & SB)) ((1 CES & JWJ & SB))
12	P173B	GN/YE	SABT-0.35	-	SN	((1 CES & JWG & SB)) ((1 CES & JWG & SB)) ((1 CES & JWJ & SB)) ((1 CES & JWJ & SB))
13	A366L	RD/YE	CABT-0.5	-	SN	CES
14	P42C	GN/GY	SABT-0.75	-	SN	((1 LES & SJH & JWG & SB)) ((1 LES & JWG & SB))
15	F521CQ	YE/PK	SABT-0.35	-	SN	LBW & SB
16	P230B_1	GN/BK	SABT-0.35	-	SN	CAJ & (JWA & JWG)
16	P230B_2	GN/BK	SABT-0.35	-	SN	CAJ & JWJ
17	P156D	GN/DO	SABT-0.35	-	SN	LES & SJH
17	P853D	GN/YE	SABT-0.75	-	SN	JPM
19	D632M	WR/BR	SABT-0.35	-	SN	LBW & LBZ & SB
20	P854D	GN/OG	SABT-0.75	-	SN	JPM
21	P44C	GN/VT	SABT-0.75	-	SN	((1 LES & SJH & JWG & SB)) ((1 LES & JWG & SB))
22	P230BUT	BR	CABT-1.0	-	SN	((CAJ & LBW & LBZ & SB)) ((CAJ & LBW & LBZ & SB))

**Fig. 2**

## XY444A Connector

3. Is Terminal 18 spread?
  - YES>>> Proceed to [Step 6](#).
  - NO>>> Proceed to [Step 4](#).
4. Reconnect XY444A and wiggle test and push-pull-push the connector while monitoring for DTC B1E9A to set.
5. Did DTC B1E9A set?
  - YES>>> Proceed to [Step 6](#).
  - NO>>> This bulletin does not apply. Use Inspect LOP (23-20-38-9A) to close this active RSU.
6. Repair terminal 18 using kit 68502132AA.
7. Clear any DTC's.

### POLICY:

Reimbursable within the provisions of the warranty.

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