

Technical Service Bulletin (TSB)
Front Passenger Seat

REFERENCE:	TSB: 23-028-26 GROUP: 23 - Body	Date:	July 17, 2026	REVISION:	—
VEHICLES AFFECTED:	2025 - 2026 (MW) Jeep Compass This bulletin applies to vehicles built on or before May 15, 2026 (MDH 0515XX) equipped with Heated Front Seats (Sales Code JPM).			MARKET APPLICABILITY: ☐ NA☐ MEA ☐ SA☐ IAP ☒ EE☐ CH NOTE: This bulletin applies to Enlarged Europe markets.	
CUSTOMER SYMPTOM:	Customers may comment on the following: Front passenger side seat heating is not working.				
CAUSE:	Insufficient foam deformation inside the front seat pad				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-132, date of issue July 17, 2026. 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 adding felt inside the foam pad of the front passenger seat.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-20-36-90	Front Passenger Seat -Repair (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
Failure Code	ZY	Service Action	

NOTE: Enter the RSU spending channel for the first 18 months from the date of issue, then apply the W24.

SPARE PARTS:

Qty	Part No.	Description	Notes
1	NA - 68783327AA EMEA - 6002070269	Felt	2 pieces per packaging

DIAGNOSIS:

If a customers VIN is listed in VIP or your RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

REPAIR PROCEDURE:

1. Prepare the area as described in the procedure: 1201A01 - WORK AREA PREPARATION of the repair manual.
2. Disconnect the vehicle 12V electrical system as described in procedure: 1201A03 - DISCONNECTING AND RESTORING THE 12V LOW-VOLTAGE POWER SUPPLY of the repair manual.
3. Push the lower branch (1) of the seat belt upward, then press the retainer (2) and release the seat belt.

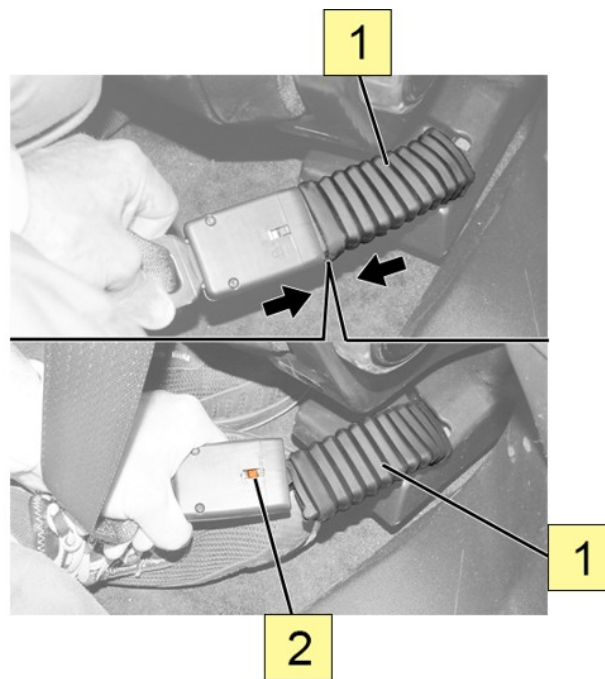


Fig. 1

4. Move the seat forwards to the end of its travel.

5. Undo the rear fixing screws (3) of the seat.



Fig. 2

6. Place the seat in the rear end of travel position.
7. Disconnect the electrical connection (4).

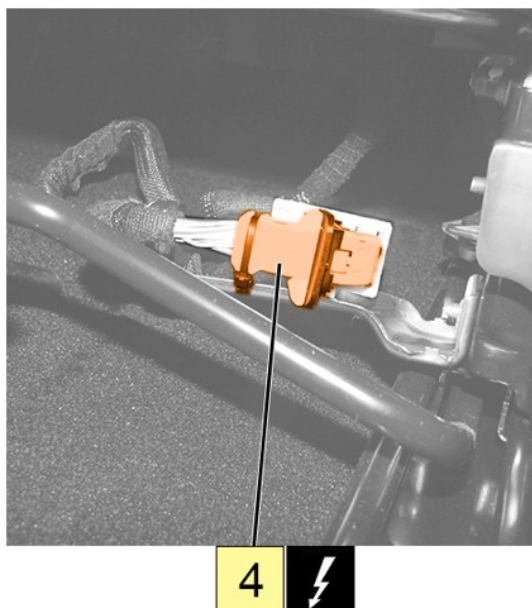


Fig. 3

8. Unscrew the front screws (5) fixing the seat.



Fig. 4

9. Remove the seat from car and rest the back of the seat on a flat surface, to have ease and free access below the cushion.
10. Detach the SBR connector (6) from cushion suspension.

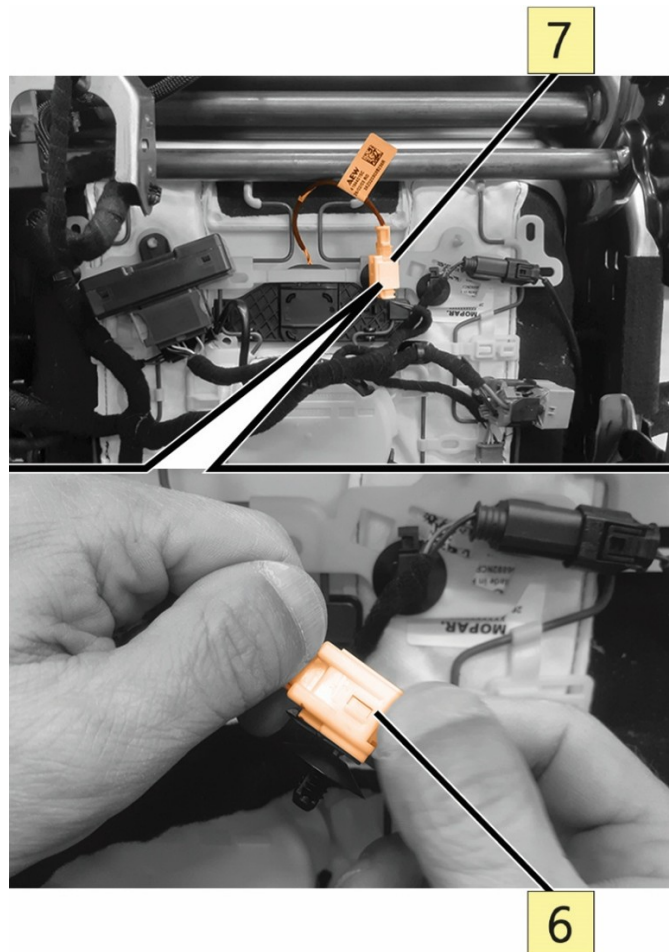


Fig. 5

11. Disconnect the SBR connector (7) from the wire harness.
12. Carefully remove the SBR sensor (8) from the cushion suspension.

NOTE: In case of breakage of SBR plate plastic snap-fits, the component needs to be replaced with a new one.

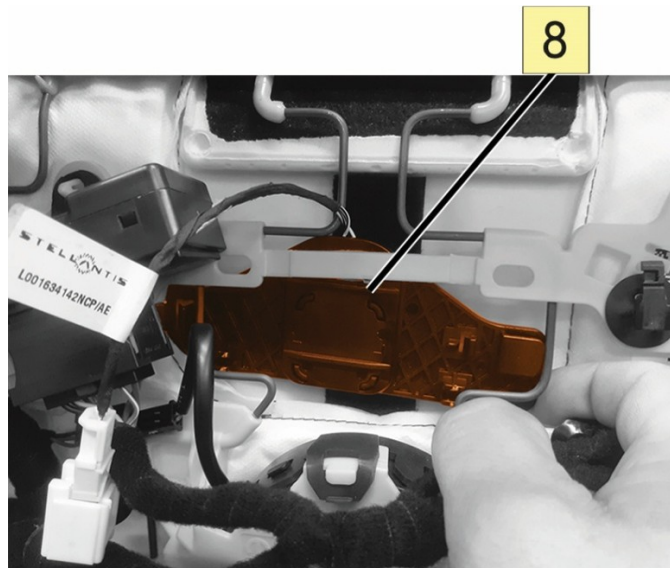


Fig. 6

13. Prepare, in advance, a double felt by gluing one on top the other.
14. Apply and stick the double felt (9) on the cushion foam pad SBR cavity, centrally and aligning it on the extremities of the cavity.

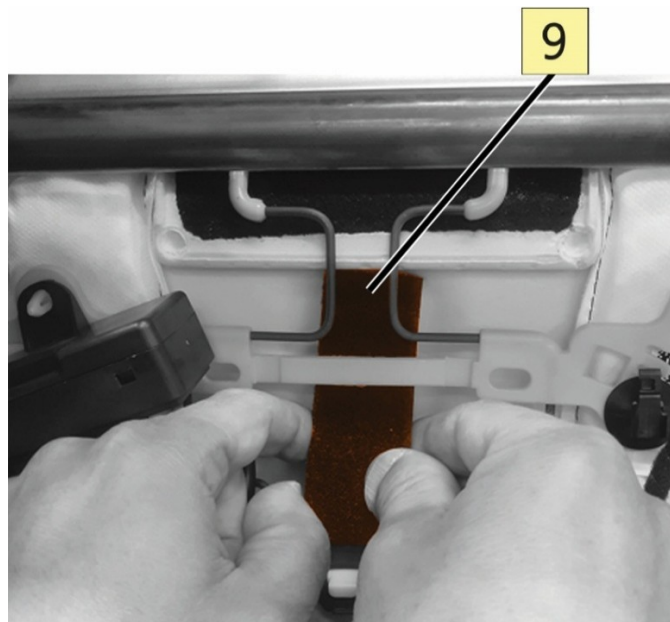


Fig. 7

15. Reassemble carefully the SBR (10) on the cushion suspension.

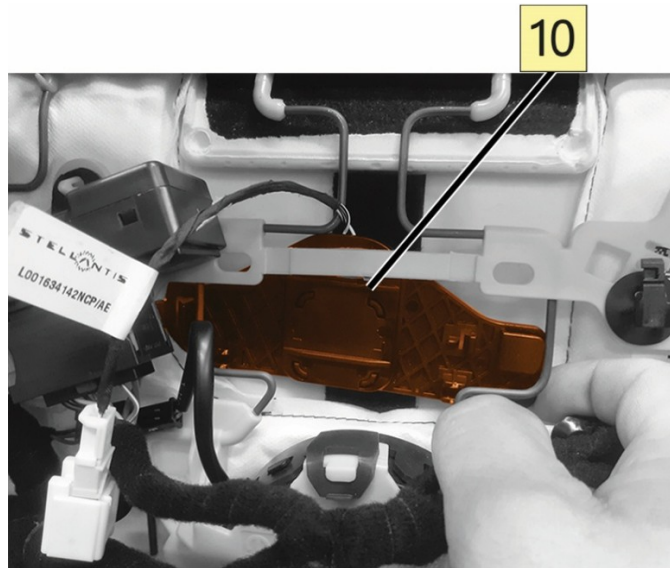


Fig. 8

16. Reconnect the SBR connector to the main branch of the seat wire harness.

17. Snap-fit the SBR on the cushion suspension.

NOTE: The seat should be fastened to the floor without distortions to the sliding guides. Follow the procedure described below.

18. Check that the seat is not damaged.

19. Place the seat in position with the guides in the rear end of travel position.

20. Tighten the front fixing screws to the prescribed torque as described in the procedure: 70CS - TIGHTENING TORQUE VALUES of the repair manual.

21. Connect the electrical connection.

22. Move the seat to the front end of its travel.

23. Tighten the rear external fixing screw to the prescribed torque as described in the procedure: 70CS - TIGHTENING TORQUE VALUES of the repair manual.

NOTE: If necessary, adjust the floating nut (rear inner fastening) to align the guides and ensure that the seat slides correctly on the guides.

24. Check that the seat slides correctly; slide and attach the seat several times and check that the catches click simultaneously into both guides.

25. Make belt branch engage on the seat.

26. Connect the vehicle 12V electrical system as described in the procedure: 1201A03 - DISCONNECTING AND RESTORING THE 12V LOW-VOLTAGE POWER SUPPLY of the repair manual.

NOTE: After disconnecting the 12V battery, check the date and time at the end of operations and update them if necessary.

27. Hand the vehicle back to the Customer.

POLICY:

Reimbursable within the provisions of the warranty.

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