

Technical Service Bulletin (TSB)

Flash: Memory Seat Module (MSM) Updates

REFERENCE:	TSB: 08-035-23 GROUP 08 - Electrical	Date:	February 9, 2023	REVISION:	08-162-22
VEHICLES AFFECTED:	2022 (WL) Jeep Grand Cherokee This bulletin applies to vehicles equipped with Driver Seat Memory (Sales Code LEQ).			MARKET APPLICABILITY: ☒ NA ☐ SA ☐ EE ☐ MEA ☐ IAP ☐ CH	
CUSTOMER SYMPTOM:	Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find the following Diagnostic Trouble Code (DTC). - B1D9B-54 - Seat Horizontal Front Stop Not Learned-Missing Calibration. Customers may experience the following: - Memory seat does not save on profiles 1 or 2. - Easy entry/exit functionality is inoperative.				
CAUSE:					

This bulletin supersedes Technical Service Bulletin (TSB) 08-162-22, date of issue August 24, 2022, which should be removed from your files. no ****asterisks**** have been used to highlight revisions. Removal of (LEW sales code) only.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-52-33-98	Module, Memory Seat (MSM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	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 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 (DTCs) or symptom conditions, other than the one listed are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above or if the technician finds the DTC, 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 module with the latest 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 a "proxi configuration alignment". This routine is available under the "Diagnostic Procedures" tab found on the home, "Vehicle View", page of wiTECH.
3. Go to the MSM in the vehicle topology, go to Misc Functions, perform the "Calibration/Standardization" MSM. Follow the wiTECH prompts.
4. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
5. Perform an ignition cycle.
6. Check for any DTCs that may have appeared after reprogramming.

POLICY:

Reimbursable within the provisions of the warranty.

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