



Revision (1) April 2022

Dealer Service Instructions for:

Safety Recall Z24 / NHTSA 22V-180 Second Row Child Seat Tether

NOTE: Revised seat to floor torque specifications.

Remedy Available

2021-2022 (WL) Jeep® Grand Cherokee L

NOTE: This recall applies only to the above vehicles equipped with one of the following second row seat configurations: 7-passenger 60/40 split bench (sales code CF1) or 6-passenger bucket seats (sales code CAW).

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The second row seats on about 4,500 of the above vehicles may have been built with a missing weld or welds from the seat back frame to the child tether on one or both seats. Vehicles built with a missing weld from the seat back frame to the child tether may not meet the FMVSS 225 strength requirement for tether anchorages. A tether anchorage separating completely from the vehicle seat may increase the risk of injury to the occupant of the child seat in a crash.

Subject [Continued]

The condition described above potentially results in a failure to meet requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 225 S6.3.1 requires that, "Strength requirements for tether anchorages [...] when tested [...] in accordance with S8 [...] must not separate completely from the vehicle seat or seat anchorage or the structure of the vehicle."

Repair

Inspect the second row seats child tether spot welds and replace the seat back frame if child tether welds do not pass inspection.

Special Tools

No special tools are required to perform the inspection or service procedures.

Inspection Procedure

1. Open the rear doors to access the second row seats inside the vehicle.

NOTE: This inspection procedure applies to ALL second row seat types 60% 40% split bench (sales code CF1) or bucket (sales code CAW) and must be performed on ALL second row seats.

2. Lift the recliner handle to fold the second row seats flat (Figure 1).

NOTE: It may be necessary to move the front seats forward to make enough room for folding the second row seats flat.



Figure 1 – Fold Second Row Seats Flat

3. Pull up to detach the J-channels closeout along the bottom of the seat back (Figure 2).



Figure 2 – J-Channels Closeout

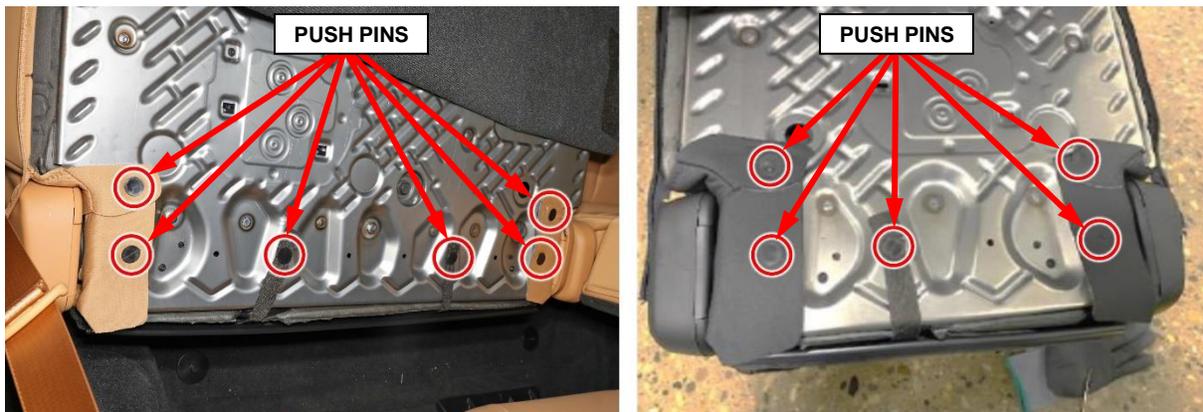
Inspection Procedure [Continued]

- 4. Untuck the zippers from the sides of the seats (Figure 3).
- 5. Open the zippers up by pulling upward with a small hook tool in the eye loop of the zipper (Figure 3).
- 6. Fold the seat back cover up to expose the seat cover push pin retainers (Figure 4).



Figure 3 – Seat Cover Zippers

- 7. Remove the seat cover push pin retainers from the seat back frame by using a push pin puller (Figure 4).



60% Seat

40% Seat or Bucket Seat

Figure 4 – Seat Cover Push Pin Retainers

Inspection Procedure [Continued]

8. Pull the trim cover through the bite line of the seat (Figure 5).

CAUTION: There may be seat heater wire harnesses attached between the seat cover and seat frame, do not attempt to pull the cover away from the seat.



Figure 5 – Seat Cover Bite Line

9. Carefully reach between the seat foam and seat frame to access the child seat tether bezel retainers (Figure 6).

Warning: The seat frame may have sharp edges capable of cutting skin. It is recommended to wear gloves or use caution while reaching into the seat.

10. Depress the retaining tabs on the tether bezel in all four locations then push the tether bezel out from the inside to outside (Figure 6) and (Figure 7).

NOTE: On the 60% side of the split bench seat, it is not possible to reach the retaining tabs of the inboard tether bezel behind the center armrest. Inspection can still be performed while leaving the inboard bezel in place on the 60% seat (Figure 8).

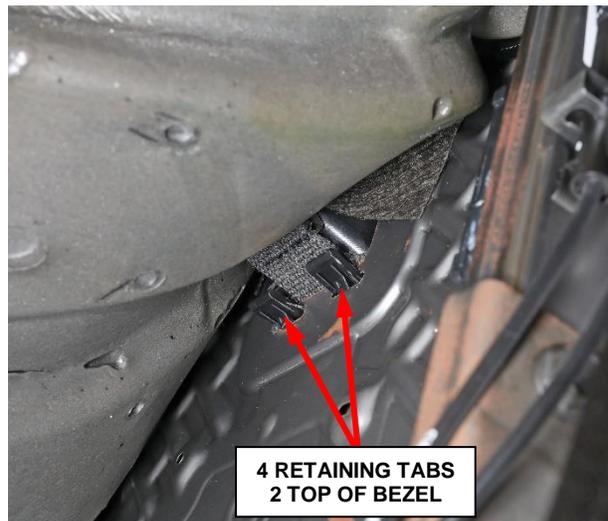


Figure 6 – Bezel Retaining Tabs

Inspection Procedure [Continued]

11. Remove the bezel from the seat (Figure 7).



Figure 7 – Tether Bezel 4 Retaining Tabs

NOTE The inboard tether bezel behind the center armrest on the 60% side of the split bench seat is not easily removed. Inspection can still be performed by lifting the seat back fabric enough to look underneath with a flashlight to inspect the spot welds while leaving the inboard bezel in place on the seat (Figure 8).



Figure 8 – Split Bench Seat 60% Side Inboard Tether Bezel

Inspection Procedure [Continued]

- Inspect for **4** spot weld locations on each of the child seat tethers. If a bezel is not removable such as the 60% side bench seat inboard tether bezel, lift the seat back fabric enough to look underneath with a flashlight to inspect for the spot welds (Figures 9 and 10).

NOTE: It may be useful to use a marking pen to mark the welds as they are identified to ensure you have identified all 4 spot welds on every child tether.

- If fewer than **4** spot welds can be identified on any child seat tether, that seat back frame will require replacement.

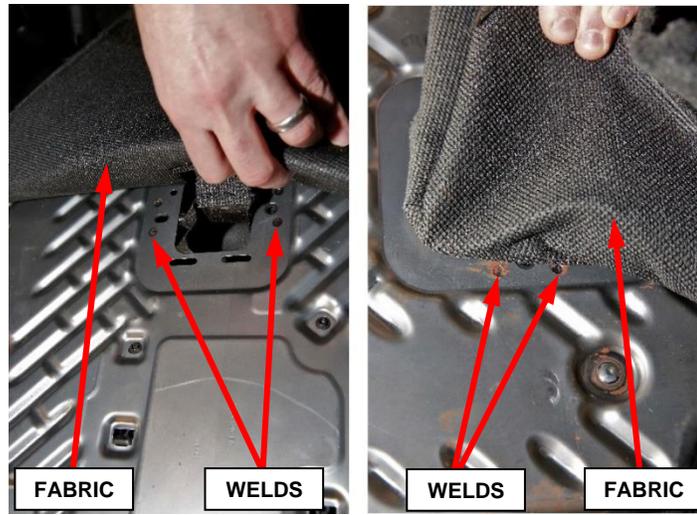
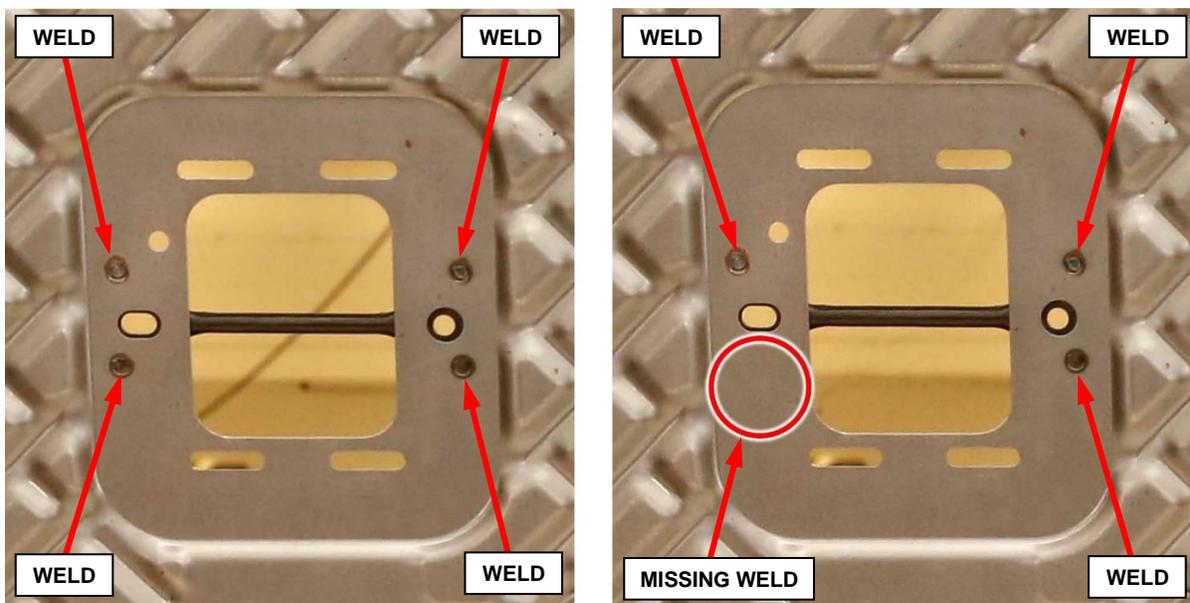


Figure 9 – Pull Back Fabric to Inspect Welds



ALL 4 Welds Present – PASS

Missing Weld - FAIL

Figure 10 – Weld Inspection – All 4 Welds Must be Present on Each Tether

Inspection Procedure [Continued]

14. Identify the number of spot welds present on every child seat tether of both second row seats (Figure 10):
 - **PASS - Child tether has 4 spot welds:** That seat may be reassembled. Continue with **Step 15** below.
 - **FAIL - Fewer than 4 spot welds could be located on a child tether:** That seat back frame will require replacement. Order the necessary parts from the **Parts Information** section then proceed to the **Service Procedure** section.

Seat reassembly for a seat that PASSED the child tether weld inspection:

15. Properly position the seat cover on the seat and push the trim cover through the bite line of the seat (Figure 5).
16. Position the seat fabric flaps, then install the push pins to the seat frame (Figure 4). If any push pins are damaged during disassembly and not reusable, use push pin part number 06505411AA as a replacement.
17. Close the seat cover zippers up by pulling downward with a small hook tool in the eye loop of the zipper. Then tuck the zippers into the seat cover (Figure 3).
18. Attach the J-channels closeout along the bottom of the seat back (Figure 2).

Inspection Procedure [Continued]

19. Insert the seat back fabric flap into the tether pocket then install the tether bezel to the seat (Figure 11).

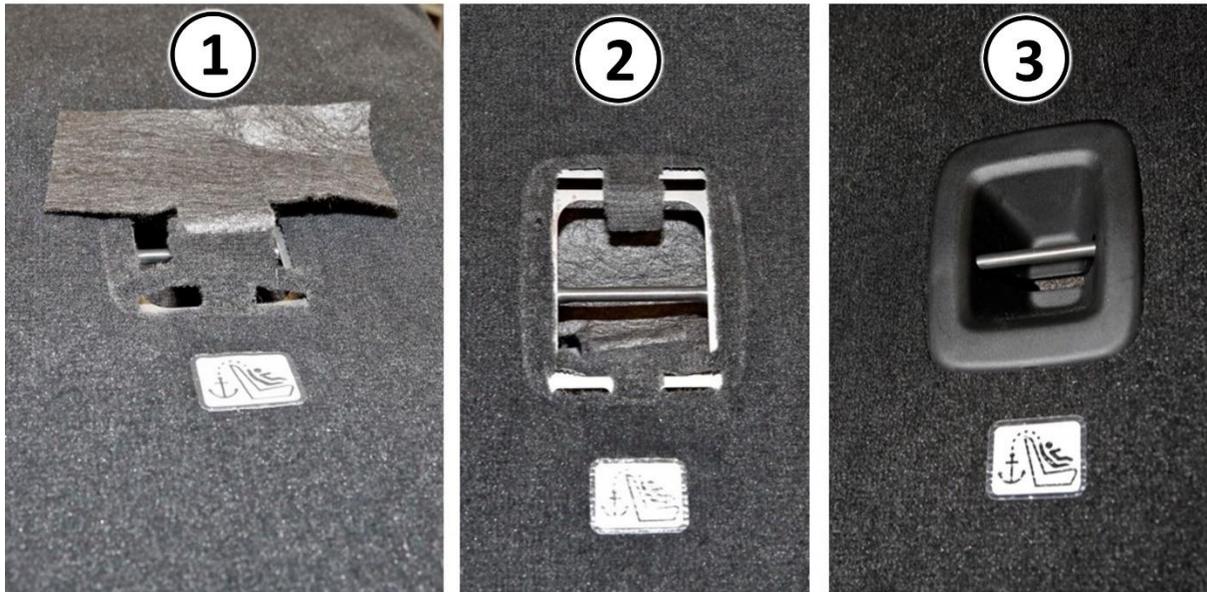


Figure 11 – Tether Bezel

20. Vehicle may be returned to the customer or inventory.

Parts Information

Seat Back Bench 60% Left Side (sales code CF1)

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
68545265AA	1	Frame, Seat Back
06513691AA	1	Bolt, Center Seatbelt Anchor
68394680AA	1	Bolt, Center Seatbelt Retractor
06513329AA	4	Bolt, Seat to Floor - Front
06513521AA	2	Bolt, Seat to Floor - Rear

Seat Back Bench 40% Right Side (sales code CF1)

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
68545266AA	1	Frame, Seat Back
06513329AA	2	Bolt, Seat to Floor - Front
06513521AA	1	Bolt, Seat to Floor - Rear

Seat Back Bucket Left Side (sales code CAW)

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
68545267AA	1	Frame, Seat Back
06513329AA	2	Bolt, Seat to Floor - Front
06513521AA	1	Bolt, Seat to Floor - Rear

Seat Back Bucket Right Side (sales code CAW)

<u>Part Number</u>	<u>Qty.</u>	<u>Description</u>
68545266AA	1	Frame, Seat Back
06513329AA	2	Bolt, Seat to Floor - Front
06513521AA	1	Bolt, Seat to Floor - Rear

Parts Return

No parts return required for this campaign.

Render the recalled seat back frame unusable and discard.

Service Procedure

Refer to the appropriate repair procedure for seat frame being replaced:

Section A: Split Bench 60% Side (Sales Code CF1) – Page 12

Section B: Split Bench 40% Side (Sales Code CF1) – Page 32

Section C: Bucket Seats (Sales Code CAW) – Page 48

Service Procedure [Continued]

A. Split Bench 60% Side (Sales Code CF1)

1. Slide the first row seats fully forward to provide working room and to disconnect the vehicle battery (Figure 12).



Figure 12 – Move Front Seats Forward

2. Remove floor mats from second and third row.

NOTE: Vehicles equipped with stop-start system may have one battery under each front seat.

3. Under the front seats, remove the air duct fastener then remove the air duct (Figure 13).

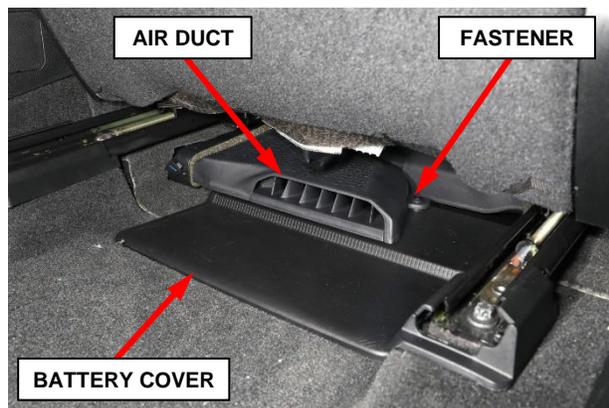


Figure 13 – Air Duct and Battery Cover

4. Under the front seats, remove the battery compartment cover (Figure 13).

5. Disconnect the battery negative cable. Refer to Service Library for proper methods to disconnect the battery negative cable.

Service Procedure [Continued]

6. Slide the second row seats forward.

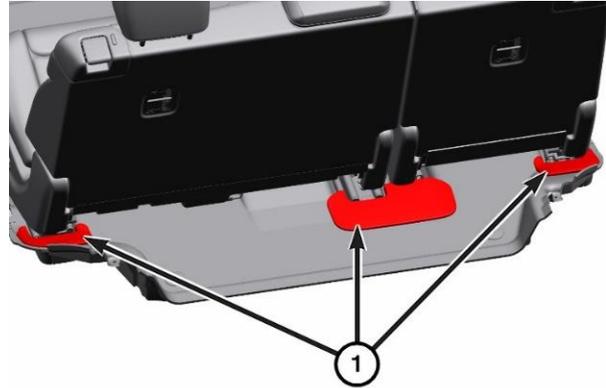


Figure 14 – Seat Track Trim Covers

7. Using a trim tool, remove the second row seat bolt trim covers behind the seat (Figure 14).

8. Remove the seat track connector screw and the seat track trim cover bracket screws then remove the seat trim cover bracket (Figure 15).

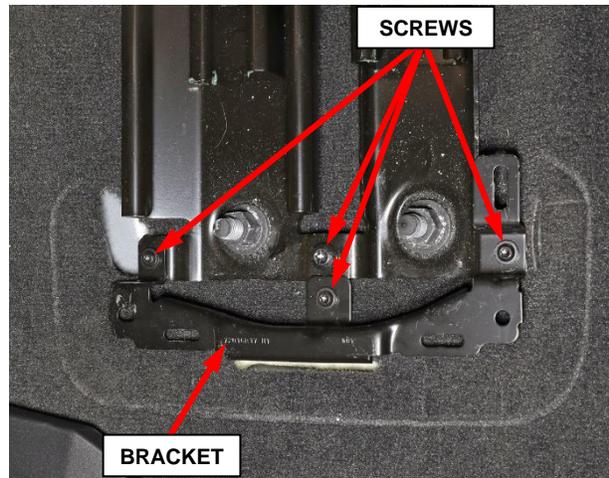


Figure 15 – Trim Bracket and Screws

9. Second row seat remove the rear seat to floor bolts and nuts (Figure 16).

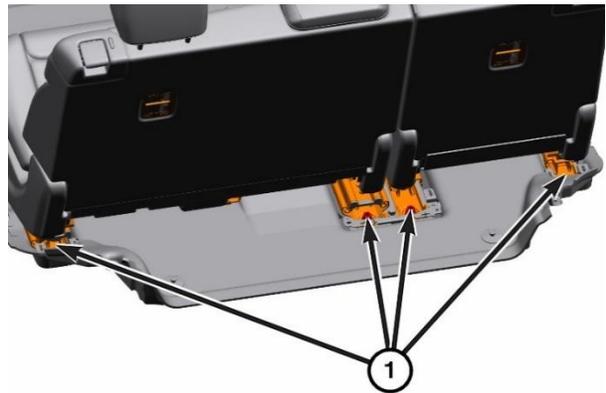


Figure 16 – Seat Rear Bolts and Nuts

Service Procedure [Continued]

10. Slide the second row seats rearward.
11. Second row seats, remove the seat track front trim cover (Figure 17).
12. Second row seats, remove the front seat track connector screw (Figure 18).
13. Second row seats, remove the front seat to floor bolts (1) (Figure 18).
14. Second row seats, tilt the seat rearward then disconnect the electrical connector under the seats (Figure 19).
15. Remove the 40% right side seat from the vehicle and set aside.
16. Remove the 60% left side seat from the vehicle and place it on a clean work surface for further disassembly.

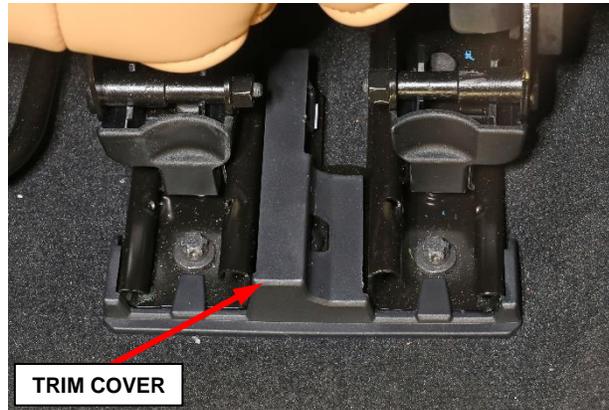


Figure 17 – Seat Track Trim Cover

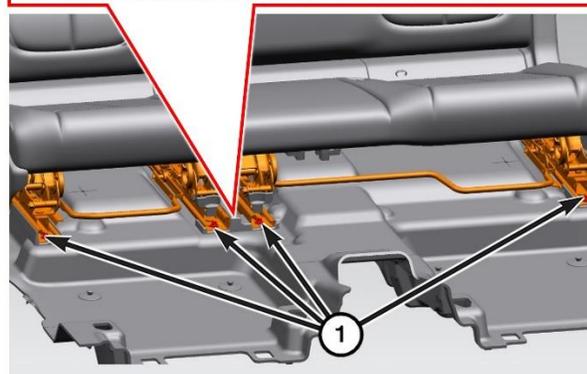


Figure 18 – Seat Front Bolts

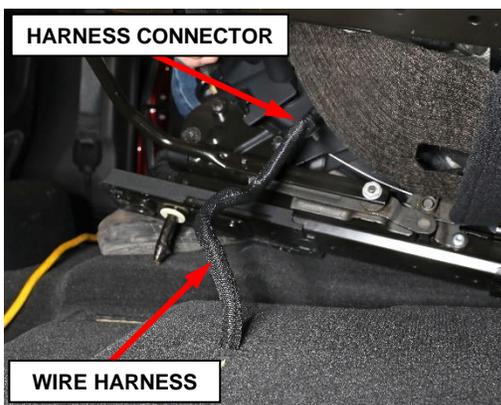


Figure 19 – Seat Wire Harness

Service Procedure [Continued]

- Remove the fastener (1) on the right side of the armrest (Figure 20).

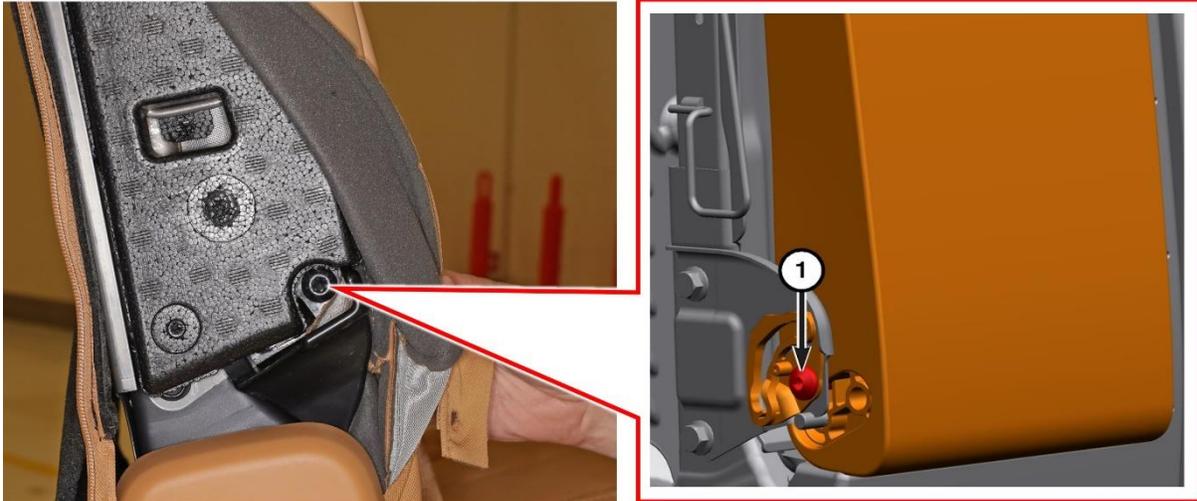


Figure 20 – Armrest Fastener

- Push the armrest toward the left side of the seat while maneuvering it up and out of the seat.

NOTE: Pushing the armrest to the left side provides enough clearance room to disengage the armrest positioning pin from the armrest guide internal to the seat (Figure 21).

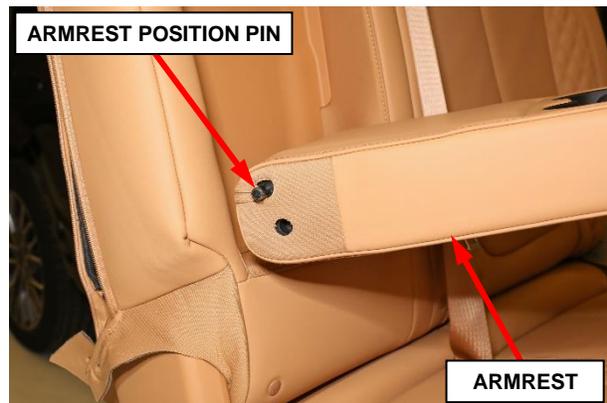


Figure 21 – Armrest

Service Procedure [Continued]

19. Disconnect any wire harness electrical connectors from the seat back cover (Figure 22).

Warning: The seat frame may have sharp edges capable of cutting skin. It is recommended to wear gloves or use caution while reaching into the seat.

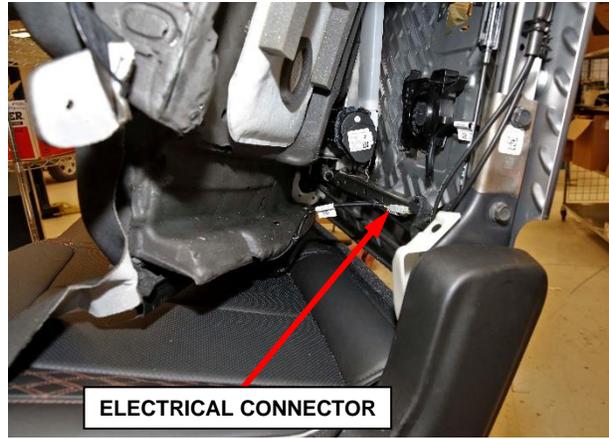


Figure 22 – Electrical Connector

20. Release the two upper retainers then remove the armrest tray (Figure 23).

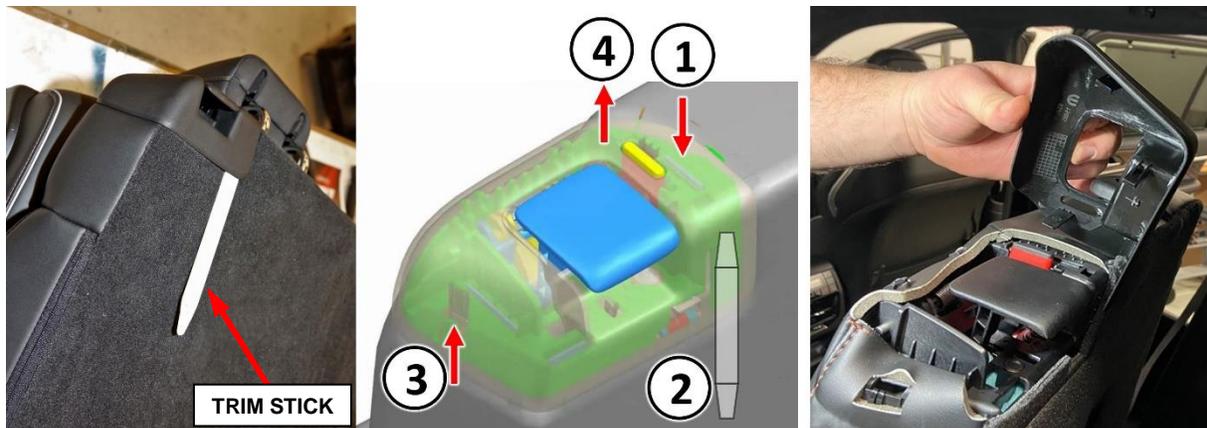


Figure 23 – Armrest Tray

21. Release the retaining tabs and remove the remaining child seat tether bezel on inboard side of the seat as described in [Steps 9-11](#) of the Inspection Procedure.

Service Procedure [Continued]

22. Remove the EZ-Entry handle bezel (Figure 24).
 - a. While pushing down on rear inboard corner (1), slide trim stick (2) under rear of bezel from the inboard side. Then gently pry trim stick out 5-10 degrees, until the bezel pops up slightly. Keep light pressure up on the trim stick.
 - b. Jostle and lift at point (3) to disengage the outboard snap attachment, rotate trim stick slightly back and forth if needed.
 - c. Pull on front inboard of bezel at (4) and at the same time push up on the trim stick.
 - d. Remove the EZ-Entry handle bezel.

**Figure 24 – EZ-Entry Handle Bezel**

Service Procedure [Continued]

23. Open the headrest cable junction box cover by using a small flat head screwdriver to release the three tabs (Figure 25).
24. Remove the headrest cable end fitting from the junction box (Figure 25).
25. If there is a retainer just above the junction box, release the headrest cable from the retainer (Figure 25).

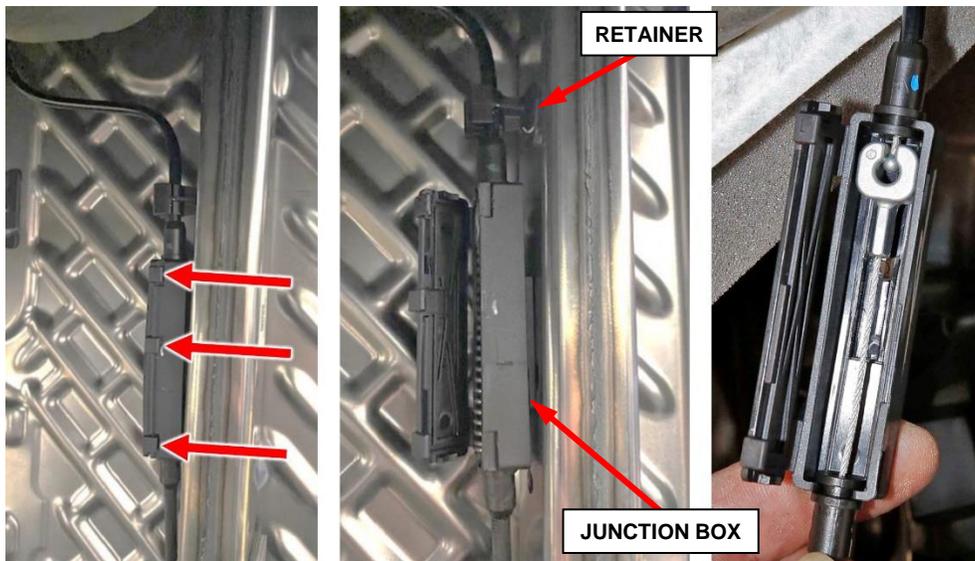


Figure 25 – Headrest Cable Junction Box

26. Using a small pick, depress the springs in the headrest sleeves on each side of the headrest while pulling upward on the headrest, and pull the headrest out of the seat (Figure 26).



Figure 26 – Headrest

Service Procedure [Continued]

27. To remove the sleeves, reach between the seat back cover cushion and the seat back frame to depress the headrest sleeve retaining tabs (1) (Figure 27).



Figure 27 – Headrest Sleeves

28. Pull the headrest sleeves out of the seat frame (Figure 28).



Figure 28 – Headrest Sleeves

29. Remove the center seatbelt trim bezel (Figure 29).



Figure 29 – Center Seatbelt Bezel

Service Procedure [Continued]

30. Remove and **DISCARD** the center seatbelt anchor bolt on the bottom side of the seat (Figure 30).
31. Release the seat cover retainer attached to the EZ-Entry handle bezel mechanism by pulling upward to untuck it (Figure 31).
32. Lift the seat cover and foam assembly upward off the seat frame while guiding the seat belt through the slot, then fully remove the seat cover and foam assembly (Figure 31).

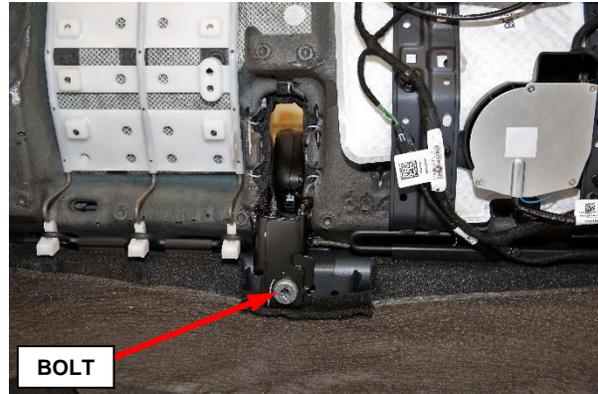


Figure 30 – Seatbelt Anchor Bolt

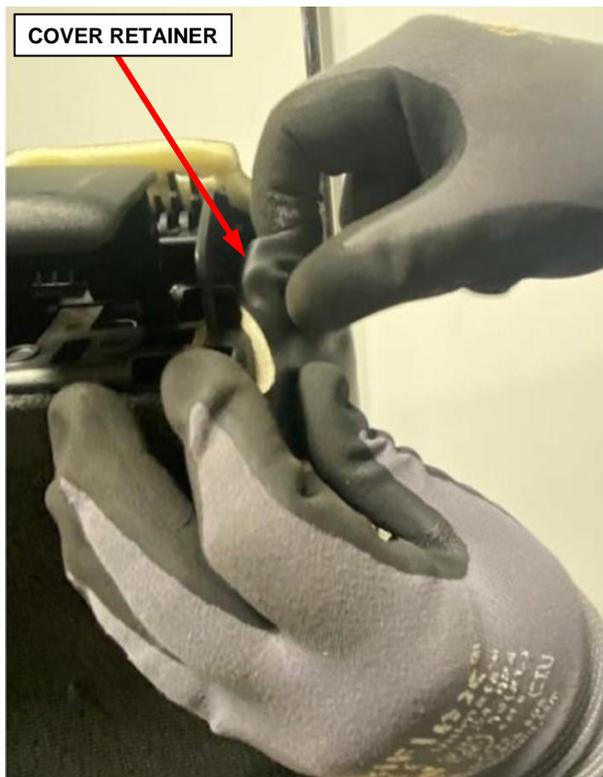
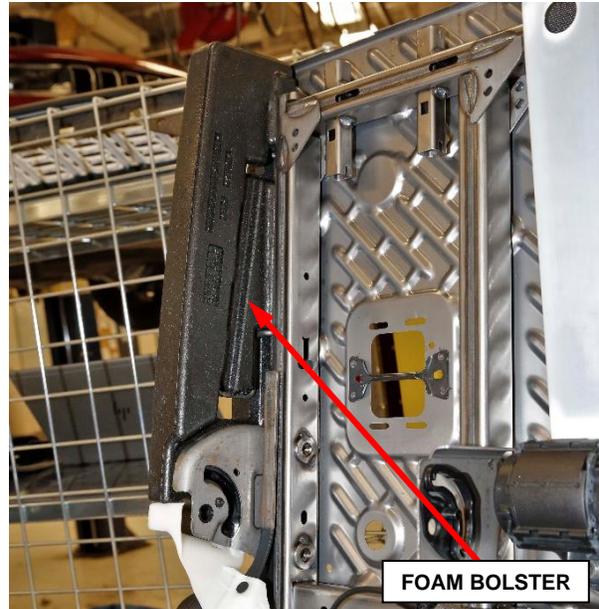


Figure 31 – Seat Cover and Foam Assembly

Service Procedure [Continued]

33. Remove the foam bolster by lifting it up to release it from the support wire then remove it from the seat back frame (Figure 32).



34. Remove the push pins (3) and screws (2) then remove the hinge covers (4) (Figure 33).

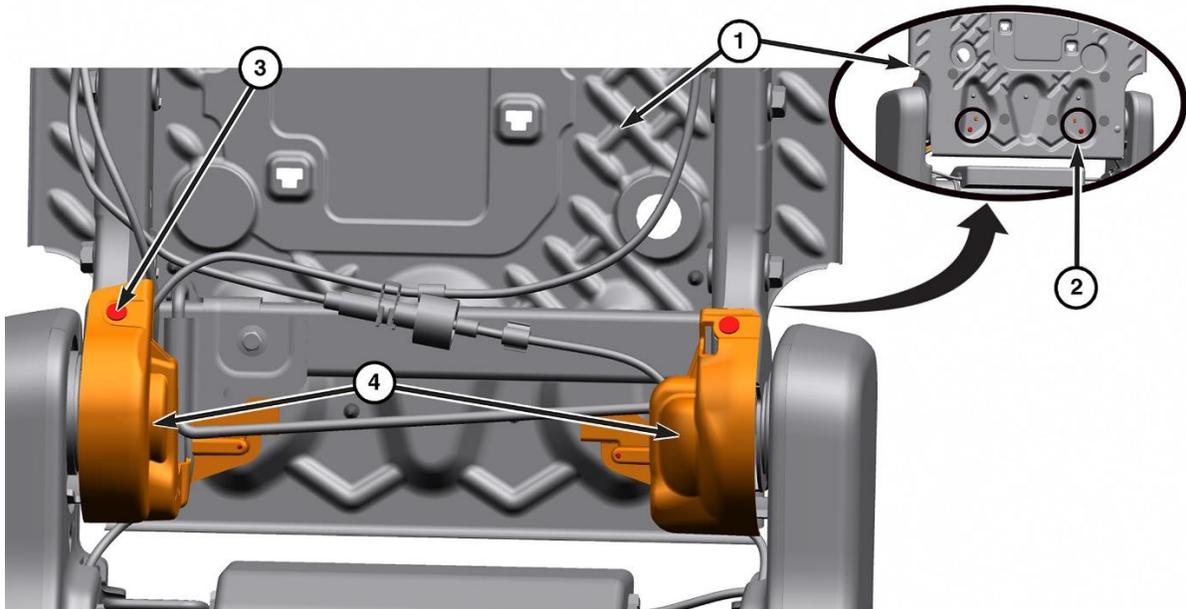


Figure 33 – Hinge Covers

Service Procedure [Continued]

- 35. Disconnect the seat fan electrical connector then release the wire harness connector retainer from the seat frame (Figure 34).
- 36. Release the seat heater wire harness connector retainer from the seat frame (Figure 34).
- 37. Release the EZ-Entry handle cable retainers from the seat frame lower crossmember (Figure 34).

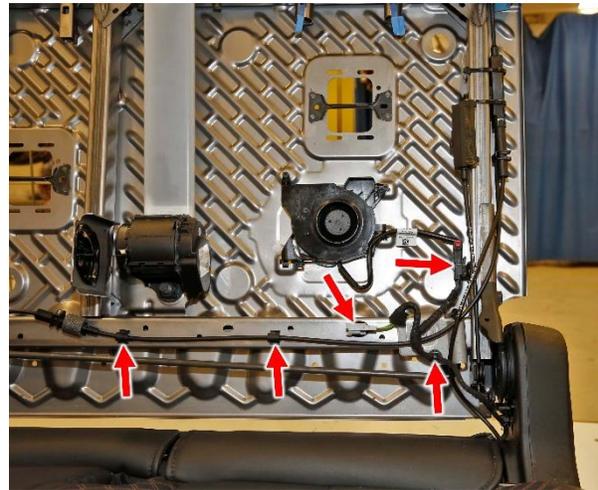


Figure 34 – Harness Cable Retainers

- 38. Remove the bolt (2) and retainer (1) securing the seat back torsion spring (Figure 35).
- 39. Tilt the seat to the halfway position, this position will relieve the torsion spring tension. Then lift the hook end of the torsion spring (3) to release it from the seat back frame (Figure 35).

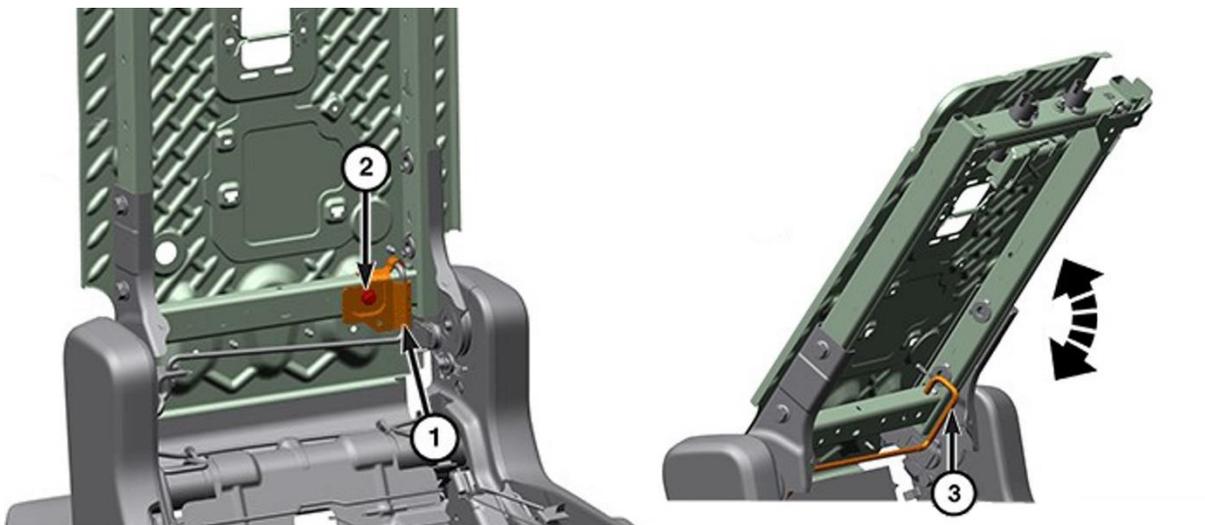


Figure 35 – Seat Back Torsion Spring

Service Procedure [Continued]

- 40. Raise the seat back to the upright position for the remaining steps.

- 41. Release the push pin retainers to remove the EZ-Entry handle release cables and junction box from the seat back frame sidemember (do not open the junction box or disconnect the cables) (Figure 36).

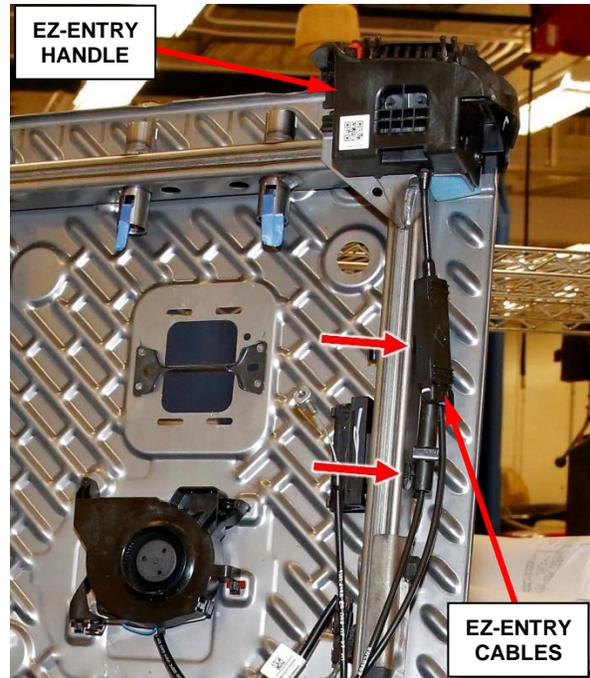


Figure 36 – EZ-Entry Cable Retainers

- 42. Remove the three screws that secure the EZ-Entry handle to the seat back frame (Figure 37).

- 43. Remove the EZ-Entry handle from the seat back frame (Figure 37).

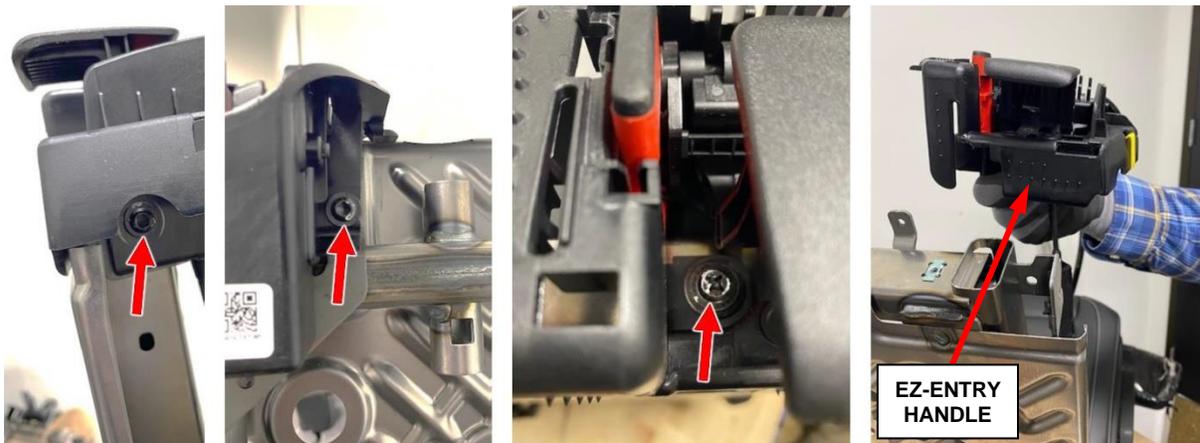


Figure 37 – EZ-Entry Handle

Service Procedure [Continued]

- 44. Remove the four bolts two on each side from the seat hinges and remove the armrest bracket from right side (Figure 38).
- 45. Lift the seat back frame to remove it from the seat hinges then place it on a work surface for further disassembly.

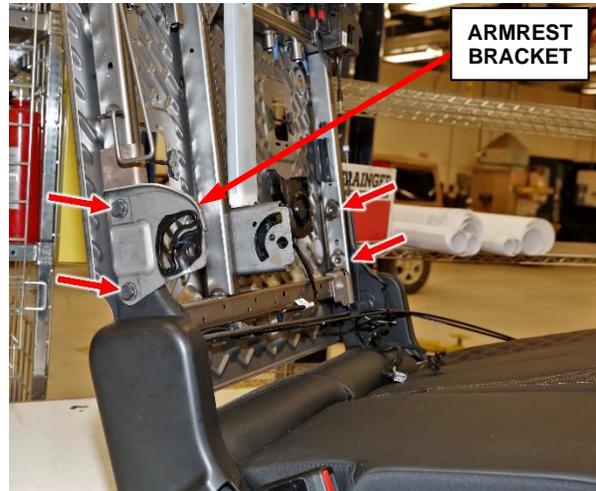


Figure 38 – Seat Back Frame

- 46. Remove and **DISCARD** the bolt securing the center seatbelt retractor (Figure 39).
- 47. Release the center seatbelt guide sleeve push pin (Figure 39).
- 48. Guide the center seatbelt through the seat back frame guide bar then remove the center seatbelt assembly (Figure 39).

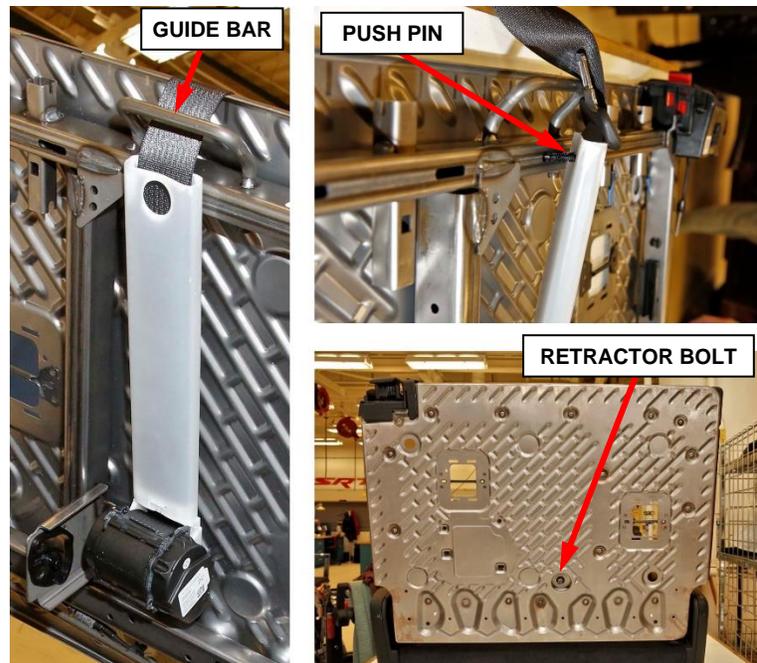


Figure 39 – Seatbelt Retractor Assembly

Service Procedure [Continued]

49. Remove the headrest cable retainer from the seat back frame (Figure 40).

50. Remove the headrest cable junction box from the seat back frame (Figure 40).



Figure 40 – Headrest Cable Retainer and Junction Box

51. Remove the armrest guide screw and guide from the seat back frame (Figure 41).



Figure 41 – Armrest Guide

Service Procedure [Continued]

52. Remove the two screws securing the seat fan then remove the seat fan from the seat back frame (Figure 42).

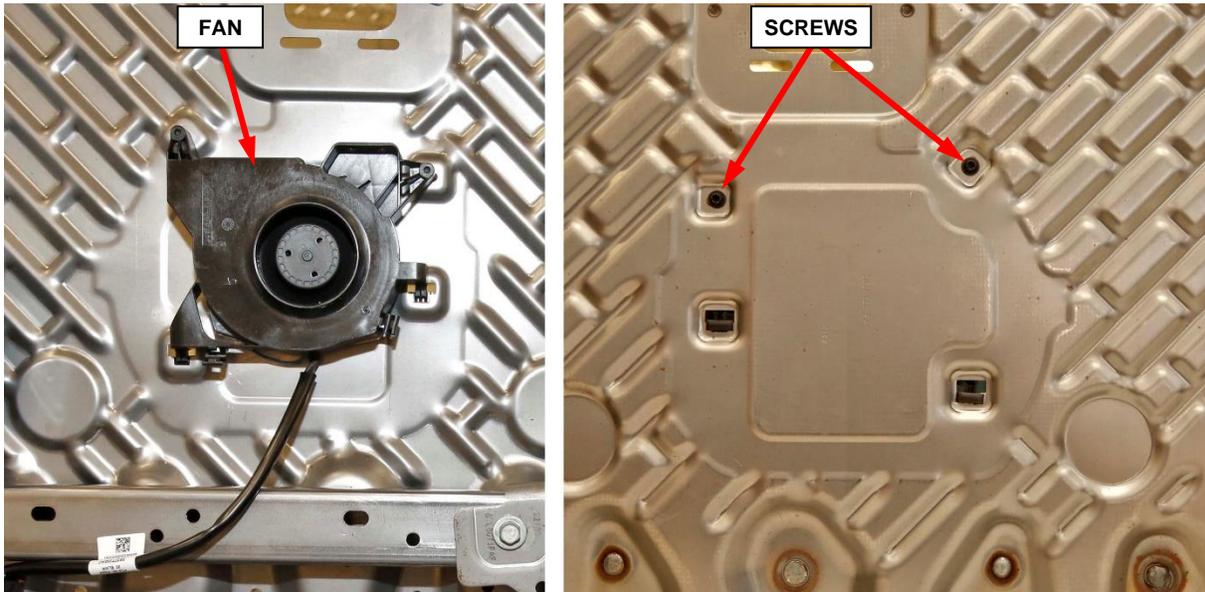


Figure 42 – Seat Fan

53. Render unusable and **DISCARD** the recalled seat back frame with missing child seat tether welds then obtain the **NEW** replacement seat back frame.
54. Install the seat fan to the seat back frame then secure with the two screws (Figure 42).
55. Install the armrest guide to the seat back frame then secure with the screw (Figure 41).
56. Install the headrest cable junction box to the seat back frame (Figure 40).
57. Install the headrest cable retainer to the seat back frame (Figure 40).
58. Guide the center seatbelt through the seat back frame guide bar (Figure 39).

Service Procedure [Continued]

59. Position the center seatbelt retractor then install the **NEW** bolt and tighten to 47 N·m (35 ft. lbs.) (Figure 39).
60. Position the center seatbelt guide sleeve and install the push pin (Figure 39).
61. Position the seat back frame and armrest bracket to the seat hinges then install the four seat back bolts two on each side. Tighten the bolts to 60 N·m (44 ft. lbs.) (Figure 38).
62. Position the EZ-Entry handle to the seat back frame then install and tighten the three screws that secure the EZ-Entry handle to the seat back frame (Figure 37).
63. Install the EZ-Entry handle release cable and junction box retainers to the seat back frame sidemember (Figure 36).

NOTE: If the cable retainers are damaged, use tie strap part number 04641780 or equivalent to secure the cable in place (Figure 43).



Figure 43 – Tie Straps

64. Tilt the seat to the halfway position. At the halfway position the torsion spring will be at neutral tension. Then align and hook the end of the torsion spring (3) over the seat back frame lower crossmember (Figure 35).
65. Install the retainer (1) and bolt (2) securing the seat back torsion spring. Tighten the bolt to 10 N·m (89 in. lbs.) (Figure 35).

Service Procedure [Continued]

66. Install the EZ-Entry handle cable retainers to the seat back frame lower crossmember (Figure 34).
67. Install the seat heater wire harness connector retainer from the seat back frame (Figure 34).
68. Connect the seat fan electrical connector then install the wire harness connector retainer to the seat back frame (Figure 34).
69. Position the hinge covers then install the push pins and screws (Figure 33).
70. Align the foam bolster to the seat back frame support wire then push down to secure it (Figure 32).
71. Install the seat cover and foam assembly to the seat back frame while guiding the seatbelt through the slot in the seat cover (Figure 31).
72. Attach the seat cover retainer to the EZ-Entry handle bezel mechanism by tucking the seat cover tab into the slot (Figure 31).
73. Guide the center seatbelt through the seat cushion. **Ensure the seatbelt is not twisted.** Align the seatbelt anchor and buckle assembly then install a **NEW** bolt. Tighten the seatbelt anchor bolt to 55 N·m (41 ft. lbs.) (Figure 30).
74. Install the center seatbelt trim bezel (Figure 29).

Service Procedure [Continued]

75. Install the headrest sleeves into the seat back frame (Figure 28).

76. Install the headrests into the sleeves (Figure 26).

NOTE: Headrest must be in the tilted down position to connect the cable.

77. Install the headrest cable end fittings into the junction box and ensure the cable ends are connected to each other inside the junction box (Figure 25).

78. Close the headrest cable junction box cover and ensure the cover is secured by the three tabs (Figure 25).

79. Secure the headrest cable to the retainer on the seat back frame sidemember (Figure 25).

80. Install the EZ-Entry handle bezel (Figure 24).

81. Connect any wire harness connectors to the seat back cover (Figure 22).

82. Install the armrest tray and secure the two upper retainers (Figure 23).

83. Align the armrest left side pivots to the seat then press the armrest toward the left side of the seat while maneuvering it down and into the seat. (Figure 21).

84. Install the fastener (1) on the right side of the armrest and tighten to 23 N·m (17 ft. lbs.) (Figure 20).

Service Procedure [Continued]

85. Push the trim cover through the bite line of the seat (Figure 5).
86. Position the seat fabric flaps, then install the push pins to secure the seat cover to the seat back frame (Figure 4). If any push pins are damaged and not reusable, replace with push pin part number 06505411AA.
87. Close the seat cover zippers up by pulling downward with a small hook tool in the eye loop of the zipper. Then tuck the zippers into the seat cover (Figure 3).
88. Attach the J-Channels closeout along the bottom of the seat back (Figure 2).
89. Insert the seat back fabric flap into the tether pockets then install the tether bezels to the seat (Figure 11).
90. Install the 60% left side seat into the vehicle then install the 40% right side seat into the vehicle.
91. Connect the electrical connectors under the second row seats (Figure 19).
92. Install and tighten the second row seat front seat track connector screw (Figure 18).
93. Install but do not tighten at this time the second row seat to floor front bolts (Figure 18).
94. Slide the second row seats forward.

Service Procedure [Continued]

95. Install the seat track connector screw then position the seat trim bracket and install the trim bracket screws. Tighten the connector screw and trim bracket screws (Figure 15).
96. Install the second row seat to floor rear bolts and nuts (1) (Figure 16).
 - Tighten the seat to floor bolts to 48 N·m (35 ft. lbs.)
 - Tighten the seat to floor nuts to 70 N·m (52 ft. lbs.)
97. Install the trim covers (1) over the second row rear seat tracks (Figure 14).
98. Slide the second row seats rearward.
99. Tighten the second row seat to floor front bolts (1) to 48 N·m (35 ft. lbs.) (Figure 18).
100. Install the seat track front trim cover (Figure 17).
101. Connect the battery negative cable. Refer to Service Library for proper methods to connect and tighten the battery negative cable.
102. Under the front seats, install the battery compartment cover (Figure 13).
103. Under the front seats, Install the air duct and fastener (Figure 13).
104. Install floor mats.
105. Ensure the second row seats function normally.
106. Slide the first row seats back to their original positions.
107. Return the vehicle to customer or inventory.

Service Procedure [Continued]

B. Split Bench 40% Side (Sales Code CF1)

1. Slide the first row seats fully forward to provide working room and to disconnect the vehicle battery (Figure 44).



Figure 44 – Move Front Seats Forward

2. Remove the floor mats from the second and third row.

NOTE: Vehicles equipped with stop-start system may have one battery under each front seat.

3. Under the front seats, remove the air duct fastener then remove the air duct (Figure 45).

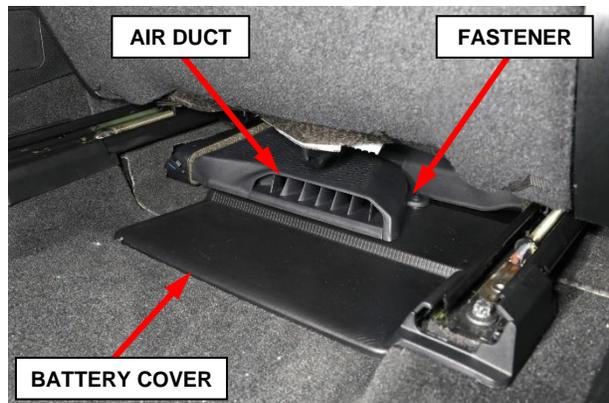


Figure 45 – Air Duct and Battery Cover

4. Under the front seats, remove the battery compartment cover (Figure 45).

5. Disconnect the battery negative cable. Refer to Service Library for proper methods to disconnect the battery negative cable.

Service Procedure [Continued]

6. Slide the second row seats forward.

7. Using a trim tool, remove the second row seat track rear trim covers (1) behind the 40% seat (Figure 46).

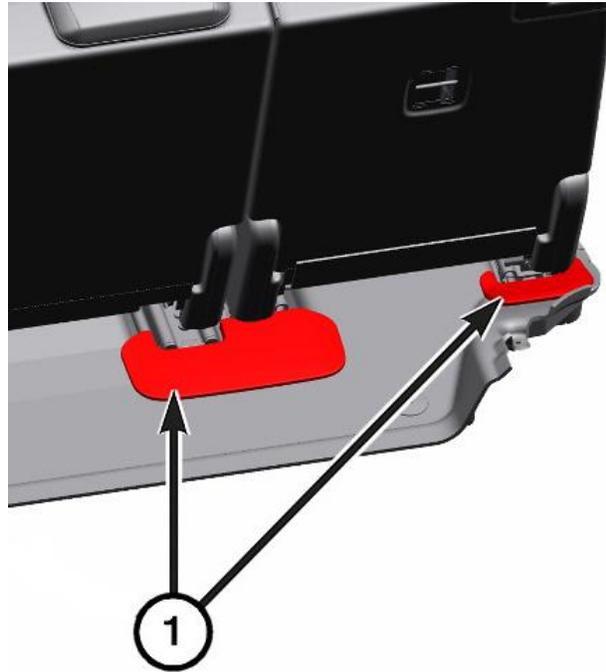


Figure 46 – Seat Track Trim Covers

8. Remove the seat track connector screw and the seat track trim cover bracket screws then remove the seat trim cover bracket (Figure 47).

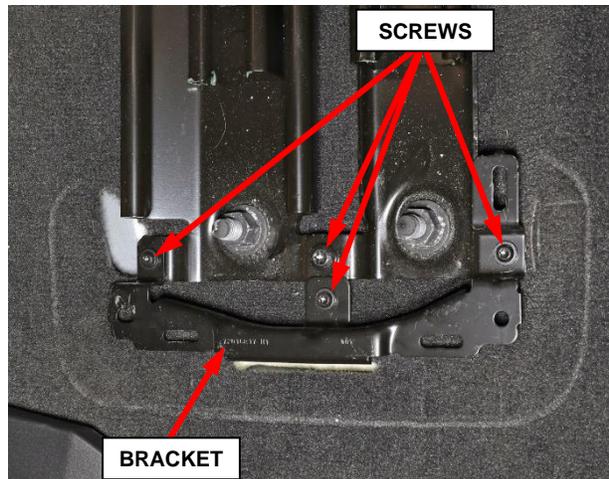


Figure 47 – Trim Bracket and Screws

Service Procedure [Continued]

9. Second row 40% seat, remove the rear seat to floor bolt and nut (1) (Figure 48).

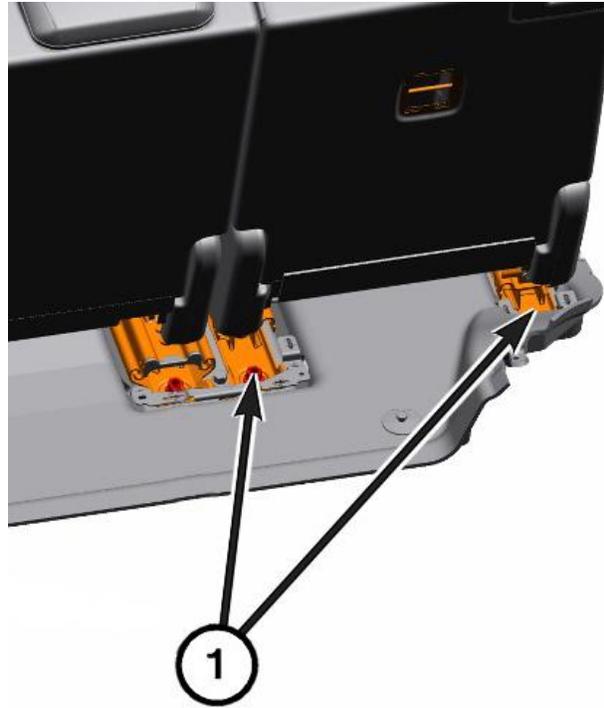


Figure 48 – Seat Rear Bolt and Nut

10. Slide the second row seats rearward.

11. Second row seats, remove the seat track front trim cover (Figure 49).

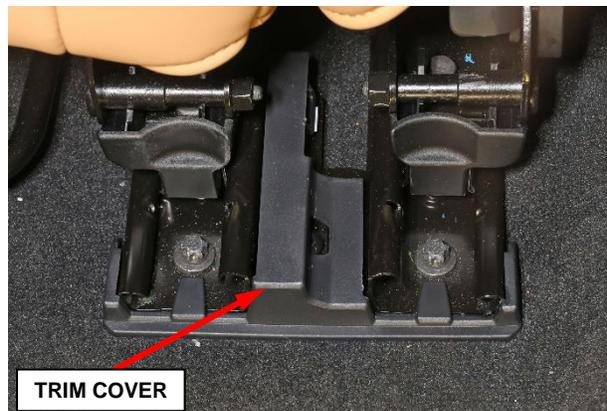
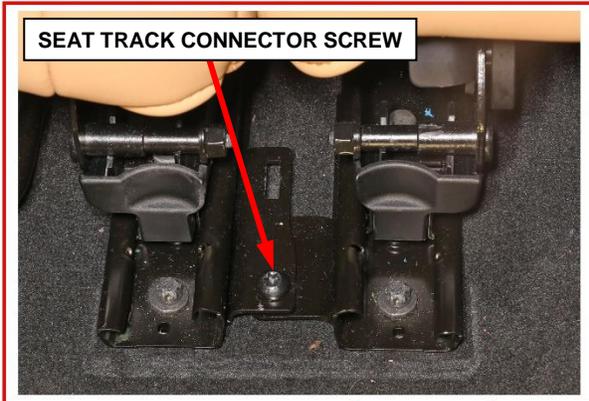


Figure 49 – Seat Track Trim Cover

Service Procedure [Continued]

12. Second row seats, remove the front seat track connector screw (Figure 50).



13. Second row 40% seat only, remove the front seat to floor bolts (Figure 50).

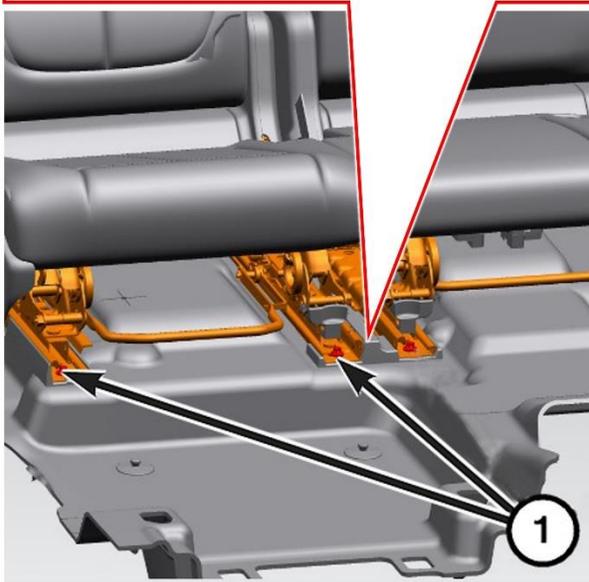


Figure 50 – Seat Front Bolts

14. Second row 40% seat only, tilt the seat rearward then disconnect the electrical connector under the seat (Figure 51).

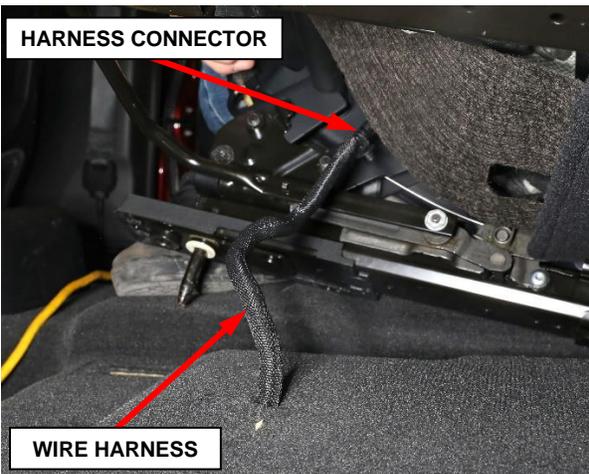


Figure 51 – Seat Wire Harness

15. Remove the 40% right side seat from the vehicle and place it on a clean work surface for further disassembly.

Service Procedure [Continued]

16. Disconnect any wire harness connectors from the seat back cover (Figure 52).

Warning: The seat frame may have sharp edges capable of cutting skin. It is recommended to wear gloves or use caution while reaching into the seat.

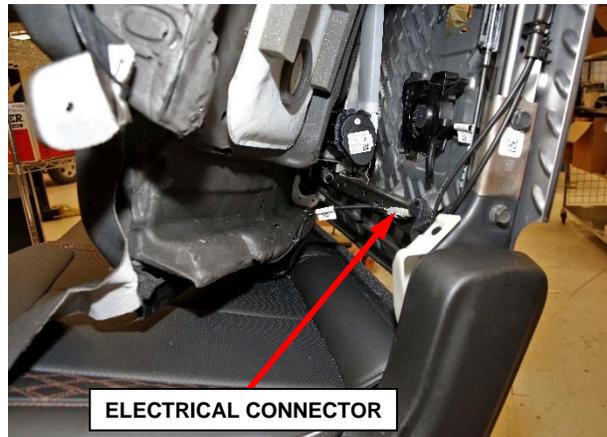


Figure 52 – Electrical Connector

17. Remove the EZ-Entry handle bezel (Figure 53).
 - a. While pushing down on rear inboard corner (1), slide trim stick (2) under rear of bezel from the inboard side. Then gently pry trim stick out 5-10 degrees, until the bezel pops up slightly. Keep light pressure Up on trim stick.
 - b. Jostle / Lift Up at point (3) to disengage the outboard snap attachment, rotate trim stick slightly back and forth if needed.
 - e. Pull on front inboard of bezel at (4) and at the same time push up on the trim stick to remove the EZ-Entry handle bezel.

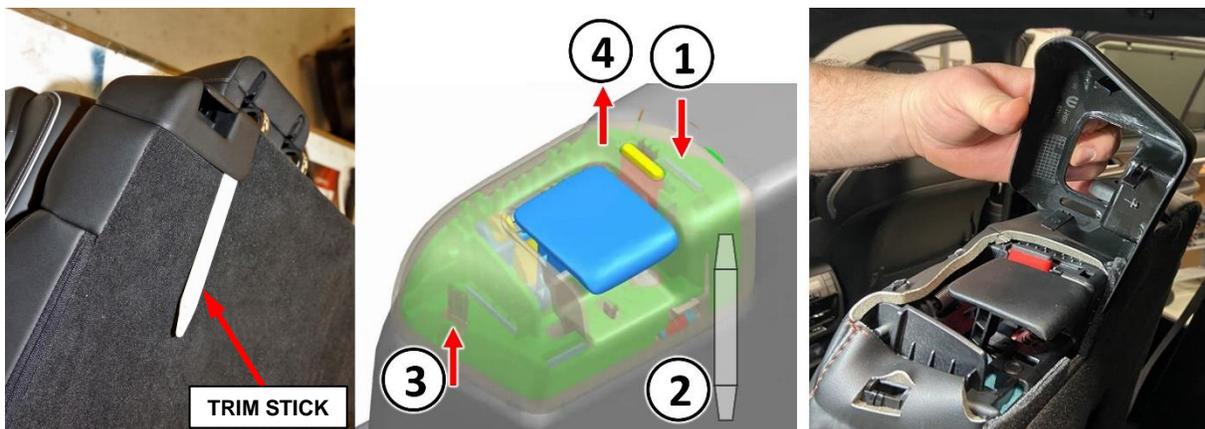


Figure 53 – EZ-Entry Handle Bezel

Service Procedure [Continued]

18. Open the headrest cable junction box cover by using a small flat head screwdriver to release the three tabs (Figure 54).
19. Remove the headrest cable end fitting from the junction box (Figure 54).
20. If there is a retainer just above the junction box, release the headrest cable from the retainer (Figure 54).

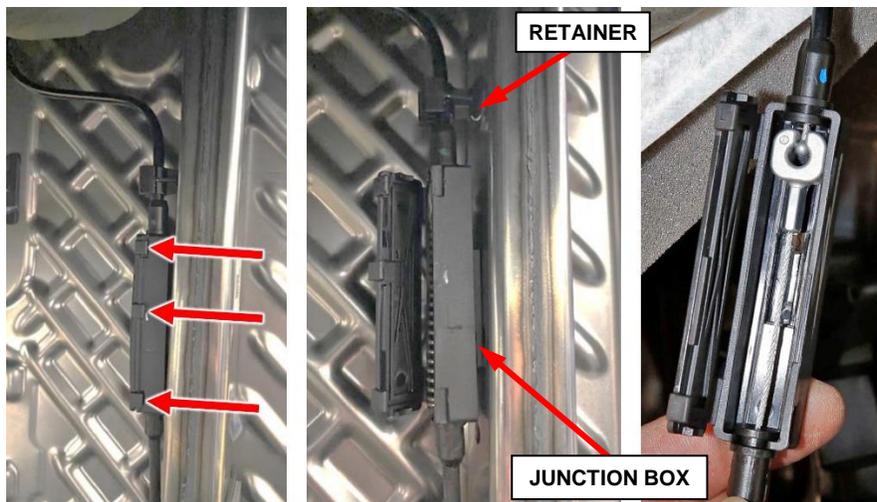


Figure 54 – Headrest Cable Junction Box

21. Using a small pick, depress the springs in the headrest sleeves on each side of the headrest while pulling upward on the headrest, and pull the headrest out of the seat (Figure 55).



Figure 55 – Headrest

Service Procedure [Continued]

22. To remove the headrest sleeves, reach between the seat back cover cushion and the seat back frame to depress the headrest sleeve retaining tabs (1) (Figure 56).
23. Pull the headrest sleeves out of the seat frame (Figure 57).
24. Release the seat cover retainer attached to the EZ-Entry handle bezel mechanism by pulling upward to untuck it (Figure 58).
25. Lift the seat cover and foam assembly upward off the seat frame then remove the seat cover and foam assembly (Figure 58).



Figure 56 – Release Sleeves



Figure 57 – Headrest Sleeves

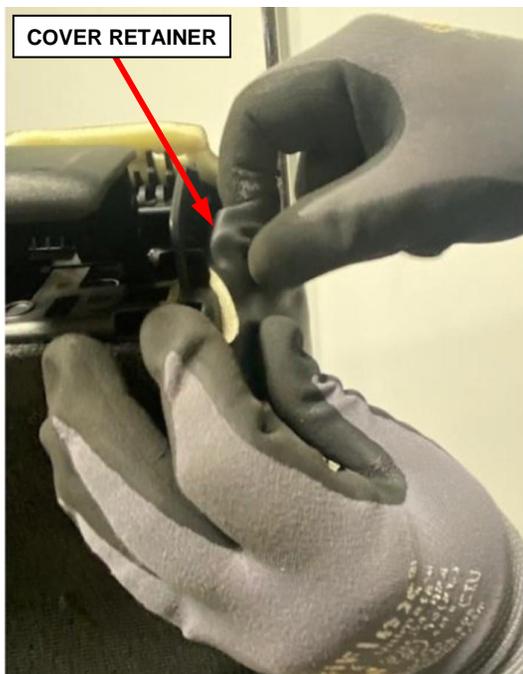


Figure 58 – Seat Cover and Foam Assembly

Service Procedure [Continued]

26. Remove the push pins (3) and screws (2) then remove the hinge covers (4) (Figure 59).

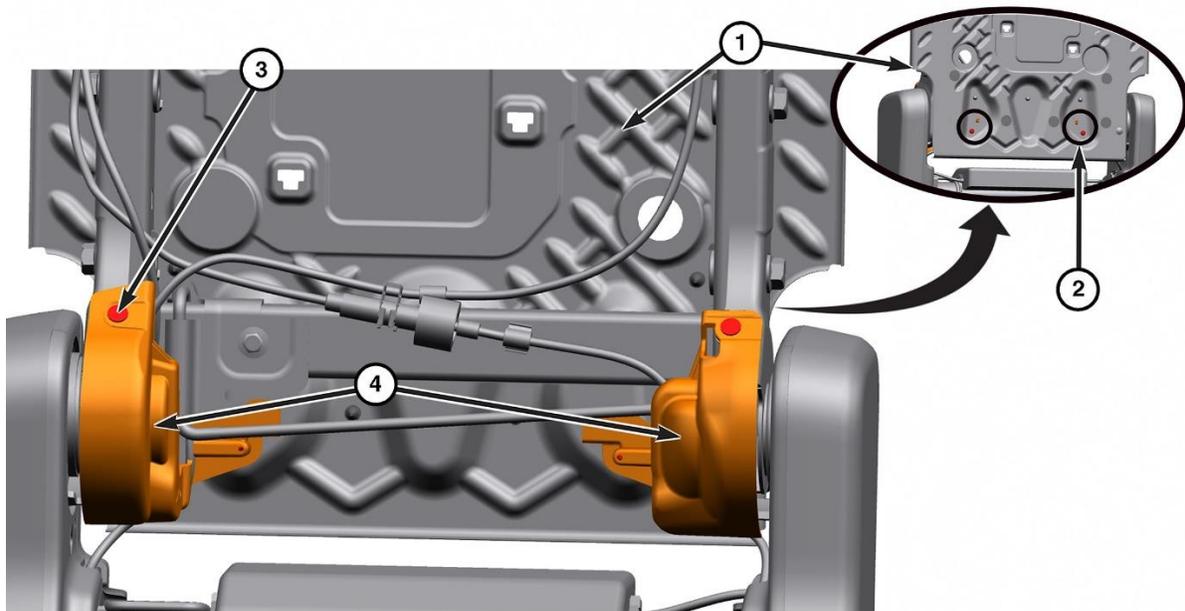


Figure 59 – Hinge Covers

27. Disconnect the seat fan electrical connector then release the wire harness connector retainer from the seat back frame (Figure 60).
28. Release the seat heater wire harness connector retainer from the seat back frame (Figure 60).
29. Release the EZ-Entry handle cable retainers from the seat back frame lower crossmember (Figure 60).

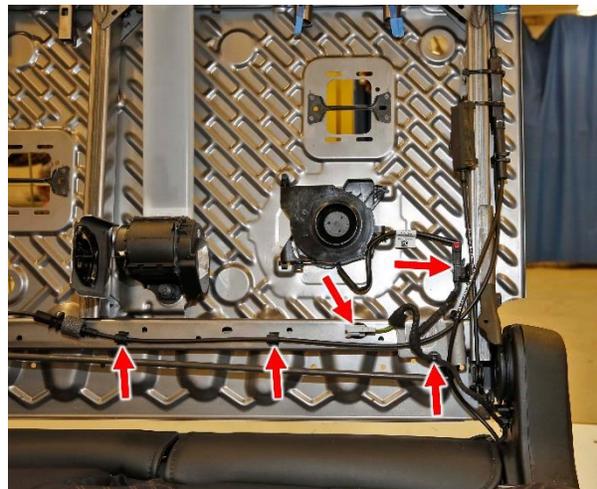


Figure 60 – Harness Cable Retainers

Service Procedure [Continued]

30. Remove the bolt (2) and retainer (1) securing the seat back torsion spring (Figure 61).

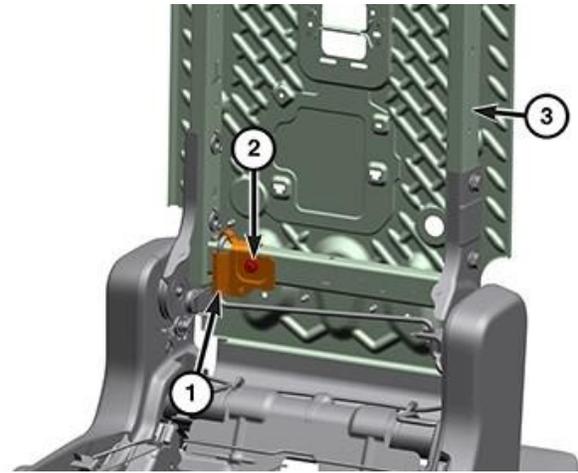


Figure 61 – Seat Back Torsion Spring

31. Tilt the seat (2) to the halfway position, this position will relieve the torsion spring tension. Then lift the hook end of the torsion spring (1) to release it from the seat back frame (Figure 62).



Figure 62 – Seat Back Torsion Spring

32. Raise the seat back to the upright position for the remaining steps.

Service Procedure [Continued]

33. Release the push pin retainers to remove the EZ-Entry handle release cables and junction box from the seat back frame sidemember (do not open the junction box or disconnect the cables) (Figure 63).

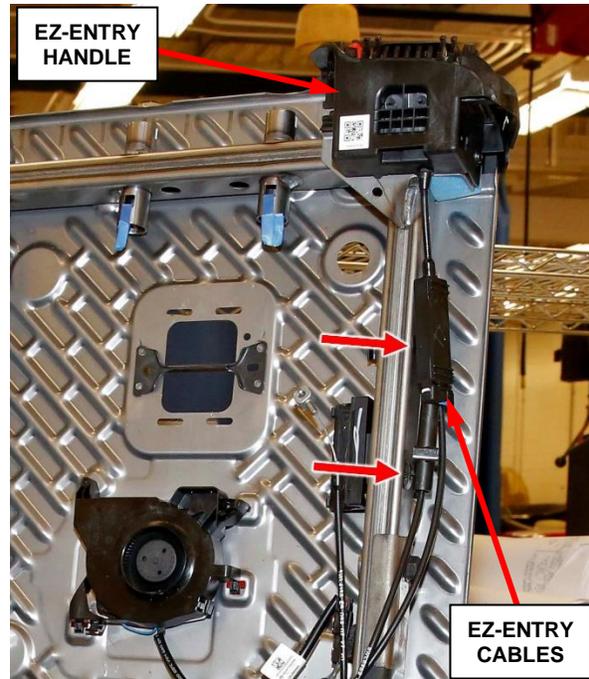


Figure 63 – EZ-Entry Cable Retainers

34. Remove the three screws that secure the EZ-Entry handle to the seat back frame (Figure 64).
35. Remove the EZ-Entry handle from the seat back frame (Figure 64).

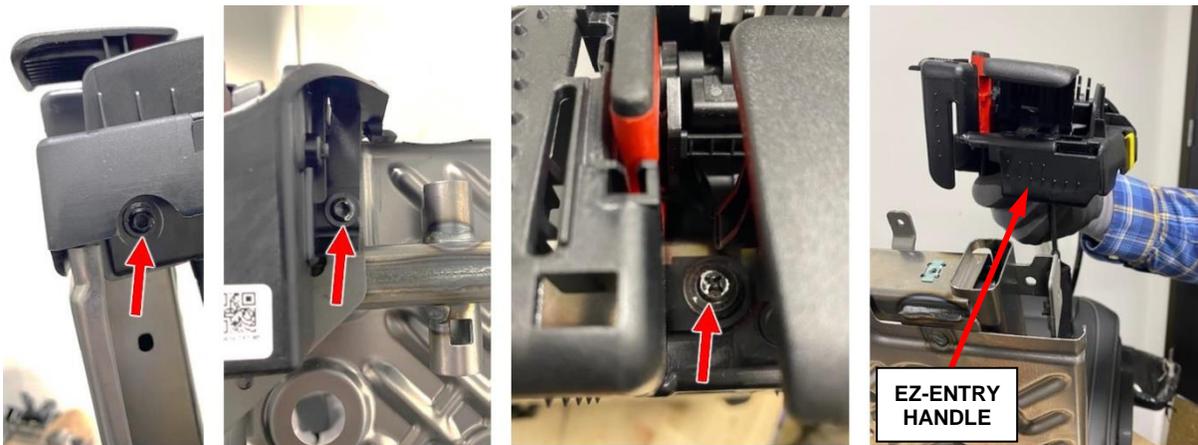


Figure 64 – EZ-Entry Handle

Service Procedure [Continued]

36. Remove the four bolts (1) from the seat hinges (Figure 65).

37. Lift the seat back frame (2) to remove it from the seat hinges then place it on a work surface for further disassembly (Figure 65).

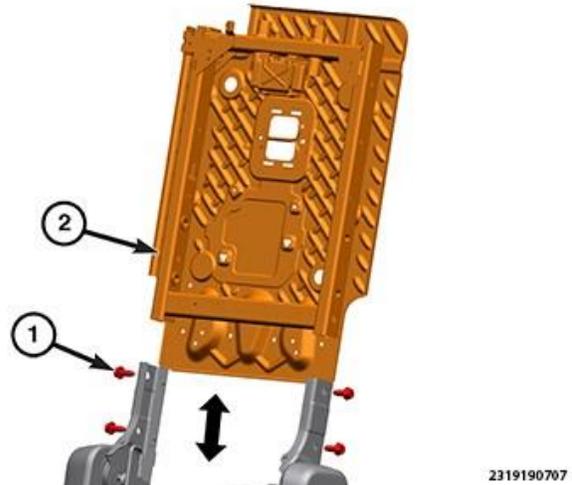


Figure 65 – Seat Back Frame

38. Remove the headrest cable retainer from the seat back frame (Figure 66).

39. Remove the headrest cable junction box from the seat back frame (Figure 66).



Figure 66 – Headrest Cable Retainer and Junction Box

Service Procedure [Continued]

40. Remove the two screws securing the seat fan then remove the seat fan from the seat back frame (Figure 67).

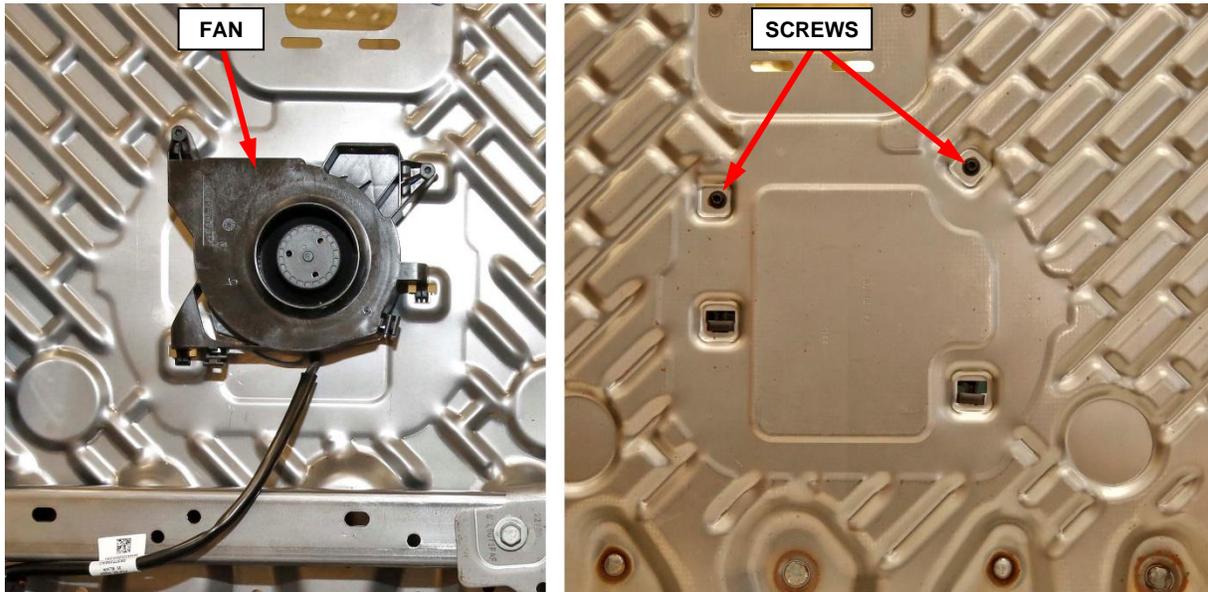


Figure 67 – Seat Fan

41. Render unusable and **DISCARD** the recalled seat back frame with missing child seat tether welds then obtain the **NEW** replacement seat back frame.
42. Install the seat fan to the seat back frame then secure with the two screws (Figure 67).
43. Install the headrest cable junction box to the seat back frame (Figure 66).
44. Install the headrest cable retainer to the seat back frame (Figure 66).

Service Procedure [Continued]

45. Position the seat back frame (2) to the seat hinges (Figure 65).
46. Install the four bolts (1) to the seat hinges. Tighten the bolts to 60 N·m (44 ft. lbs.) (Figure 65).
47. Position the EZ-Entry handle to the seat back frame then install and tighten the three screws that secure the EZ-Entry handle to the seat back frame (Figure 64).
48. Install the EZ-Entry handle release cable and junction box retainers to the seat back frame sidemember (Figure 63).

NOTE: If the cable retainers are damaged, use tie strap part number 04641780 or equivalent to secure the cable in place (Figure 68).



Figure 68 – Tie Straps

49. Tilt the seat back to the halfway position. At the halfway position the torsion spring will be at neutral tension. Then align and hook the end of the torsion spring (1) over the seat back frame lower crossmember (Figure 62).
50. Install the retainer (1) and bolt (2) securing the seat back torsion spring. Tighten the bolt to 10 N·m (89 in. lbs.) (Figure 61).

Service Procedure [Continued]

51. Install the EZ-Entry handle cable retainers to the seat frame lower crossmember (Figure 60).
52. Install the seat heater wire harness connector retainer to the seat frame (Figure 60).
53. Connect the seat fan electrical connector then install the wire harness connector retainer to the seat frame (Figure 60).
54. Position the hinge covers (4) then install the push pins (3) and screws (2) (Figure 59).
55. Install the seat cover and foam assembly to the seat back frame (Figure 58).
56. Attach the seat cover retainer to the EZ-Entry handle bezel mechanism by tucking the seat cover tab into the slot (Figure 58).
57. Install the headrest sleeves into the seat back frame (Figure 57).
58. Install the headrest into the sleeves (Figure 55).

NOTE: Headrest must be in the tilted down position to connect the cable.

59. Install the headrest cable end fittings into the junction box and ensure the cable ends are connected to each other inside the junction box (Figure 54).
60. Close the headrest cable junction box cover and ensure the cover is secured by the three tabs (Figure 54).
61. Secure the headrest cable to the retainer on the seat back frame sidemember (Figure 54).

Service Procedure [Continued]

62. Install the EZ-Entry handle bezel (Figure 53).
63. Connect any wire harness connectors to the seat back cover (Figure 52).
64. Push the trim cover through the bite line of the seat (Figure 5).
65. Position the seat fabric flaps, then install the push pins to secure the seat cover to the seat back frame (Figure 4). If any push pins are damaged and not reusable, replace with push pin part number 06505411AA.
66. Close the seat cover zippers up by pulling downward with a small hook tool in the eye loop of the zipper. Then tuck the zippers into the seat cover (Figure 3).
67. Attach the J-Channels closeout along the bottom of the seat back (Figure 2).
68. Insert the seat back fabric flap into the tether pockets then install the tether bezels (Figure 11).
69. Install the seat into the vehicle.
70. Tilt the seat rearward then connect the electrical connector under the seat (Figure 51).
71. Install and tighten the front seat track connector screw (Figure 50).
72. Install the front seat to floor bolts but do not tighten at this time (Figure 50).
73. Slide the second row seats forward.

Service Procedure [Continued]

74. Install and tighten the rear seat track connector screw (Figure 47).
75. Position the seat trim cover bracket then install and tighten the screws (Figure 47).
76. Install the seat to floor rear bolt and nut (1) (Figure 48).
 - Tighten the seat to floor bolt to 48 N·m (35 ft. lbs.)
 - Tighten the seat to floor nut to 70 N·m (52 ft. lbs.)
77. Install the trim covers (1) over the second row rear seat track (Figure 46).
78. Slide the second row seats rearward.
79. Tighten the second row seat to floor front bolts (1) to 48 N·m (35 ft. lbs.) (Figure 50).
80. Install the second row seat track front trim cover (Figure 49).
81. Connect the battery negative cable. Refer to Service Library for proper methods to connect and tighten the battery negative cable.
82. Under the front seats, install the battery compartment cover (Figure 45).
83. Under the front seats, install the air duct and fastener (Figure 45).
84. Install the floor mats.
85. Ensure the second row seats function normally.
86. Slide the first row seats back to their original positions.
87. Return the vehicle to customer or inventory.

Service Procedure [Continued]

C. Bucket Seats (Sales Code CAW)

Note: Procedure for Right or Left second row seat is similar.

1. Slide the first row seat forward for additional working room (Figure 69).



Figure 69 – Move Front Seats Forward

2. Remove floor mats from second and third row.

NOTE: Vehicles equipped with stop-start system may have one battery under each front seat.

3. Under the front seats, remove the air duct fastener then remove the air duct (Figure 70).



Figure 70 – Air Duct and Battery Cover

4. Under the front seats, remove the battery compartment cover (Figure 70).

5. Disconnect the battery negative cable. Refer to Service Library for proper methods to disconnect the battery negative cable.

Service Procedure [Continued]

6. Slide the second row seat forward.
7. Using a trim tool, remove the seat track trim covers behind the second row seat (1) (Figure 71).

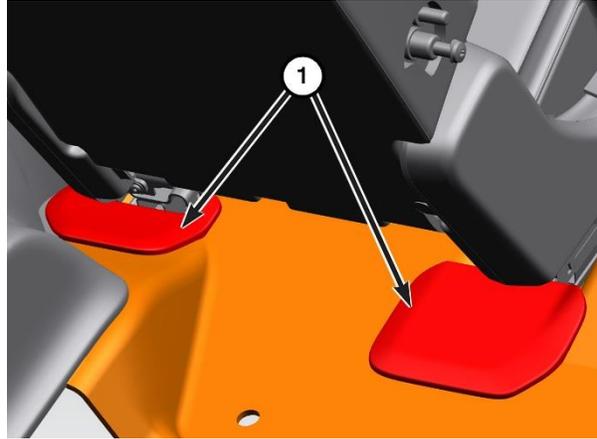


Figure 71 – Seat Track Trim Covers

8. Remove the second row rear seat to floor bolt and nut (1) (Figure 72).

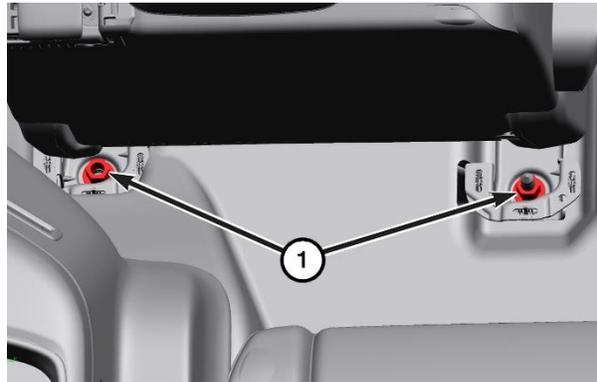


Figure 72 – Seat Rear Bolt and Nut

9. Slide the second row seat rearward.

10. Remove the second row front seat to floor bolts (1) (Figure 73).

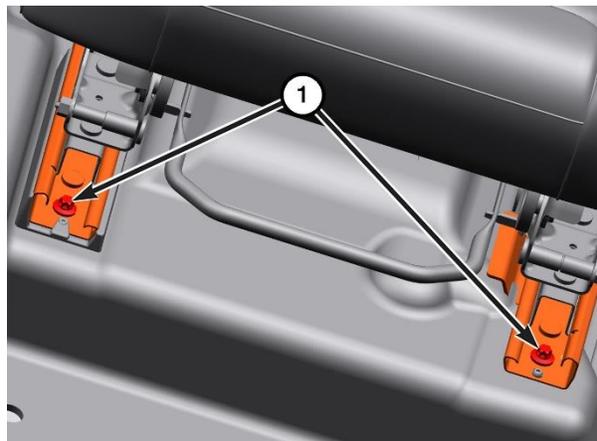


Figure 73 – Seat Front Bolts

11. Tilt the seat rearward then disconnect the electrical connector under the seat.
12. Remove the seat from the vehicle and place it on a clean work surface for further disassembly.

Service Procedure [Continued]

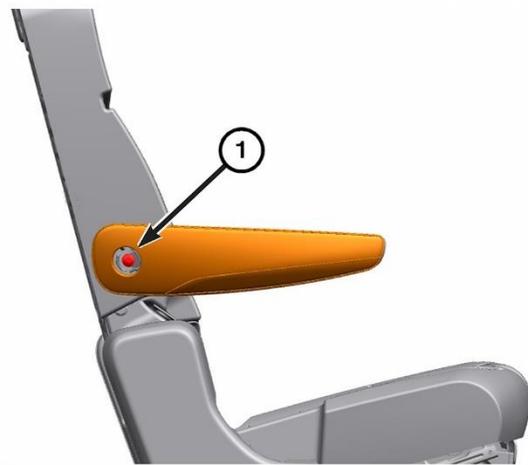
13. Disconnect any wire harness connectors from the seat back cover (Figure 74).

Warning: The seat frame may have sharp edges capable of cutting skin. It is recommended to wear gloves or use caution while reaching into the seat.



Figure 74 – Electrical Connector

14. Using suitable tool, remove the armrest fastener cover (1) from the armrest (Figure 75).



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15. Remove the armrest fastener (1) and wave washer then remove the armrest (Figure 75).

Figure 75 – Armrest

Service Procedure [Continued]

16. Remove the EZ-Entry Bezel (Figure 76).
- c. While pushing down on rear inboard corner (1), slide trim stick (2) under rear of bezel from the inboard side. Then gently pry trim stick out 5-10 degrees, until the bezel pops up slightly. Keep light pressure up on the trim stick.
 - d. Jostle / Lift Up at point (3) to disengage the outboard snap attachment, rotate trim stick slightly back and forth if needed.
 - e. Pull on front inboard of bezel at (4) and at the same time push up on the trim stick.
 - f. Remove the EZ-Entry handle bezel.

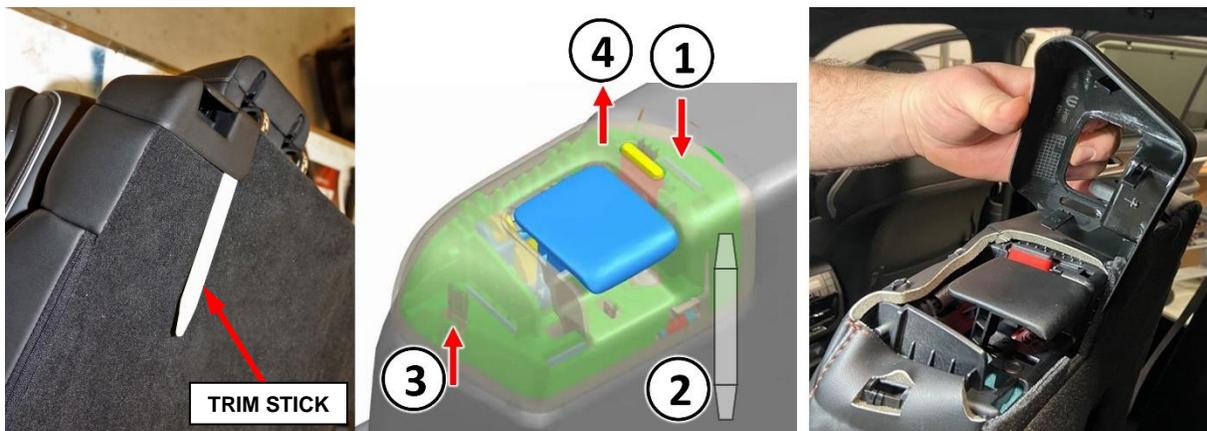


Figure 76 – EZ-Entry Handle Bezel

Service Procedure [Continued]

17. Open the headrest cable junction box cover by using a small flat head screwdriver to release the three tabs (Figure 77).
18. Remove the headrest cable end fitting from the junction box (Figure 77).
19. If there is a retainer just above the junction box, release the headrest cable from the retainer (Figure 77).

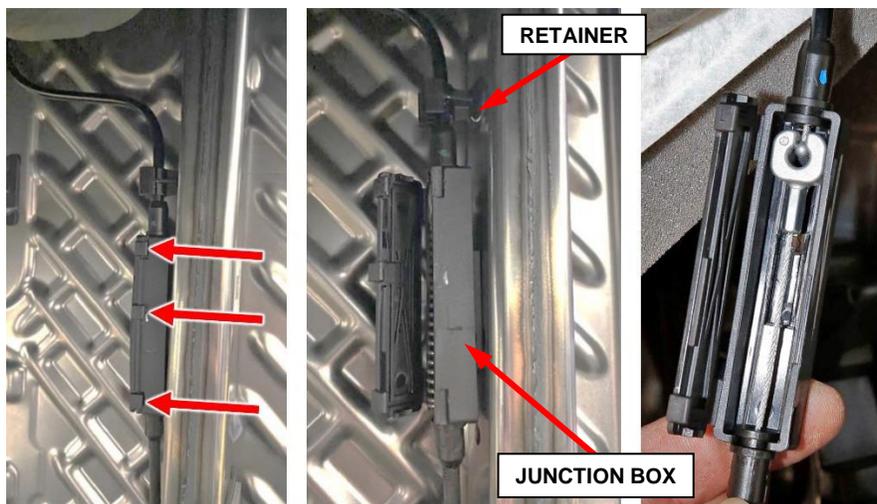


Figure 77 – Headrest Cable Junction Box and Retainer

20. Using a small pick, depress the springs in the headrest sleeves on each side of the headrest while pulling upward on the headrest, and pull the headrest out of the seat (Figure 78).



Figure 78 – Headrest

Service Procedure [Continued]

21. To remove the sleeves, reach between the seat back cover cushion and the seat back frame to depress the headrest sleeve retaining tabs (1) (Figure 79).
22. Pull the headrest sleeves out of the seat back frame (Figure 80).
23. Release the seat cover retainer attached to the EZ-Entry handle bezel mechanism by pulling upward to untuck it (Figure 81).
24. Lift the seat cover and foam assembly upward off the seat frame then remove the seat cover and foam assembly (Figure 81).



Figure 79 – Headrest Sleeves



Figure 80 – Headrest Sleeves

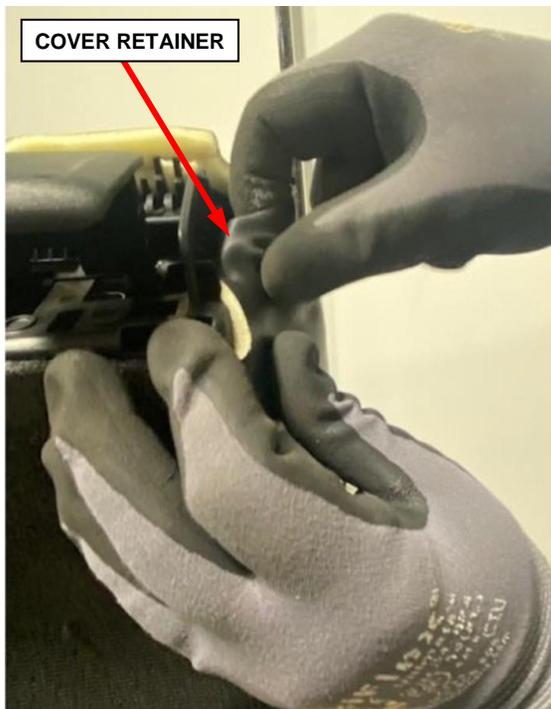


Figure 81 – Seat Cover and Foam Assembly

Service Procedure [Continued]

25. Remove the push pins (3) and screws (2) then remove the hinge covers (4) (Figure 82).

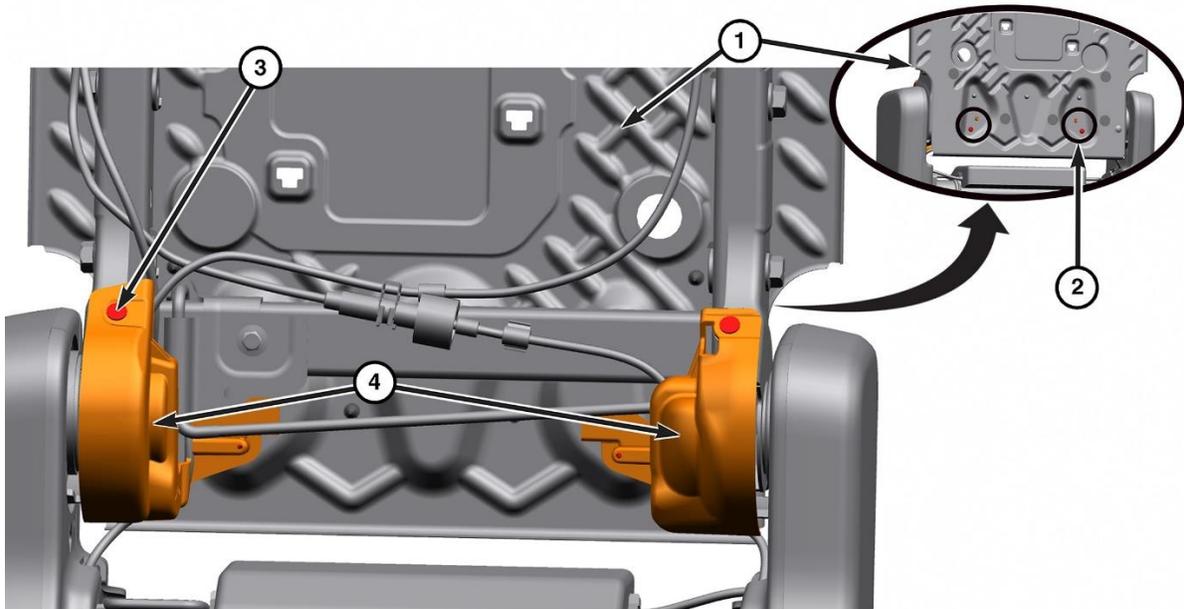


Figure 82 – Hinge Covers

26. Disconnect the seat fan electrical connector then release the wire harness connector retainer from the seat frame (Figure 83).
27. Release the seat heater wire harness connector retainer from the seat frame (Figure 83).
28. Release the EZ-Entry handle cable retainers from the seat frame lower crossmember (Figure 83).

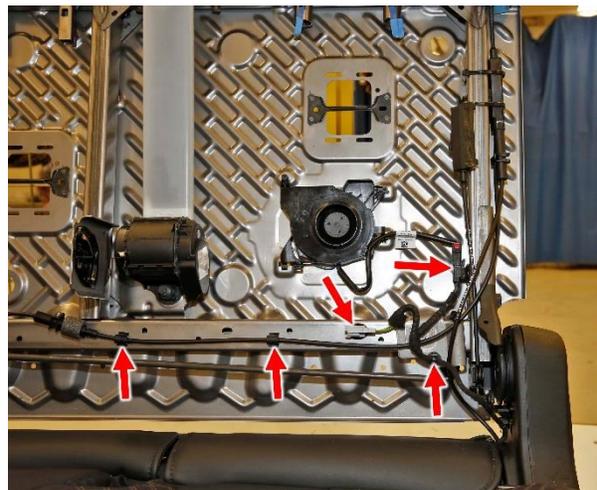


Figure 83 – Harness Cable Retainers

Service Procedure [Continued]

29. Remove the bolt (2) and retainer (1) securing the seat back torsion spring (Figure 84).

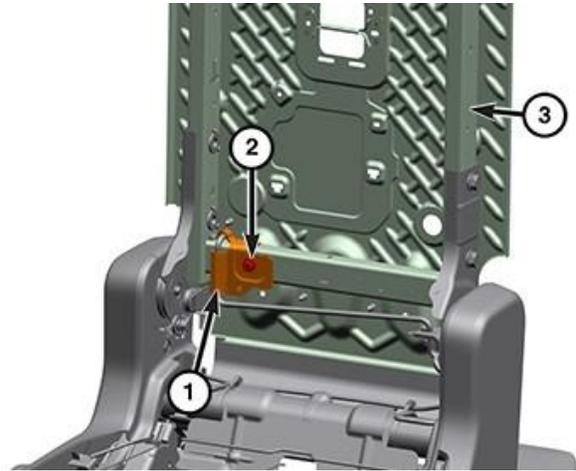


Figure 84 – Seat Back Torsion Spring

30. Tilt the seat (2) to the halfway position, this position will relieve the torsion spring tension. Then lift the hook end of the torsion spring (1) to release it from the seat back frame (Figure 85).



Figure 85 – Seat Back Torsion Spring

31. Raise the seat back to the upright position for the remaining steps.

Service Procedure [Continued]

32. Release the push pin retainers to remove the EZ-Entry handle release cables and junction box from the seat back frame sidemember (do not open the junction box or disconnect the cables) (Figure 86).

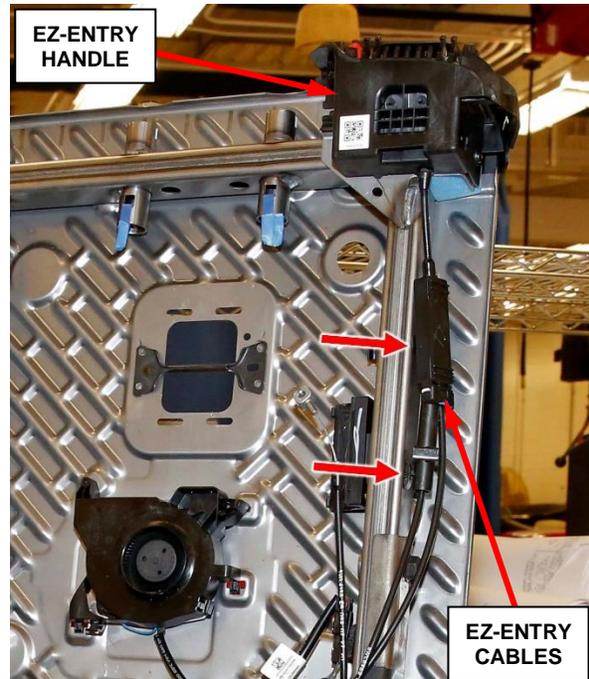


Figure 86 – EZ-Entry Cable Retainers

33. Remove the three screws that secure the EZ-Entry handle to the seat back frame (Figure 87).
34. Remove the EZ-Entry handle from the seat back frame (Figure 87).

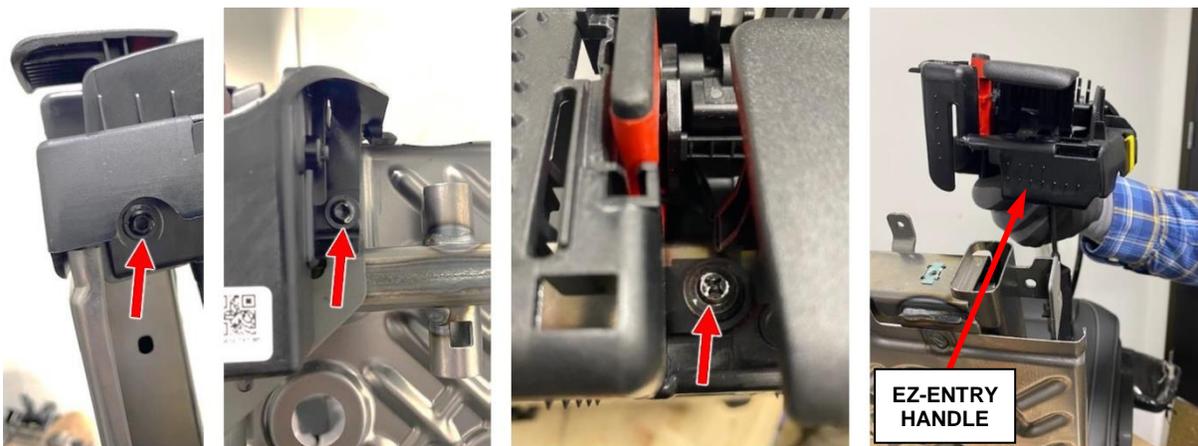


Figure 87 – EZ-Entry Handle

Service Procedure [Continued]

35. Remove the four bolts (1) and armrest bracket from the seat hinges (Figure 88).

36. Lift the seat back frame (2) to remove it from the seat hinges then place it on a work surface for further disassembly (Figure 88).

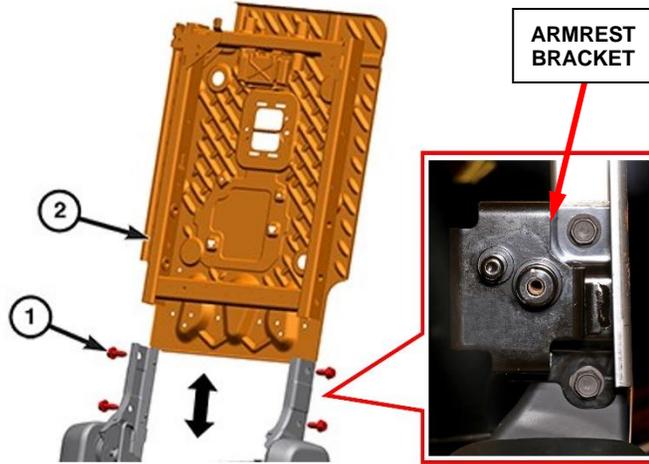


Figure 88 – Seat Back Frame

37. Remove the headrest cable retainer from the seat back frame (Figure 89).

38. Remove the headrest cable junction box from the seat back frame (Figure 89).



Figure 89 – Headrest Cable Retainer and Junction Box

Service Procedure [Continued]

39. Remove the two screws securing the seat fan then remove the seat fan from the seat back frame (Figure 90).

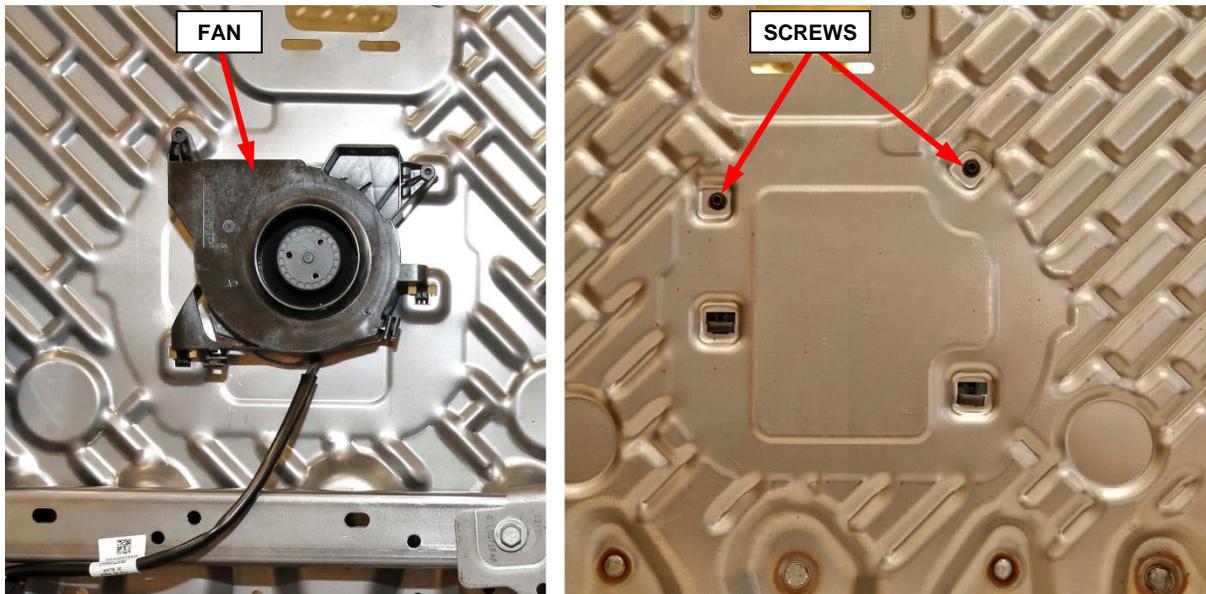


Figure 90 – Seat Fan

40. Render unusable and **DISCARD** the recalled seat back frame with missing child seat tether welds then obtain the **NEW** replacement seat back frame.
41. Install the seat fan to the seat back frame then secure with the two screws (Figure 90).
42. Install the headrest cable junction box to the seat back frame (Figure 89).
43. Install the headrest cable retainer to the seat back frame (Figure 89).

Service Procedure [Continued]

44. Position the seat back frame (2) to the seat hinges then install the armrest bracket and four seat back bolts (1) two on each side. Tighten the bolts to 60 N·m (44 ft. lbs.) (Figure 88).

45. Position the EZ-Entry handle to the seat back frame then install and tighten the three screws that secure the EZ-Entry handle to the seat back frame (Figure 87).

46. Install the EZ-Entry handle release cable and junction box retainers to the seat back frame sidemember (Figure 86).

NOTE: If the cable retainers are damaged, use tie strap part number 04641780 or equivalent to secure the cable in place (Figure 91).

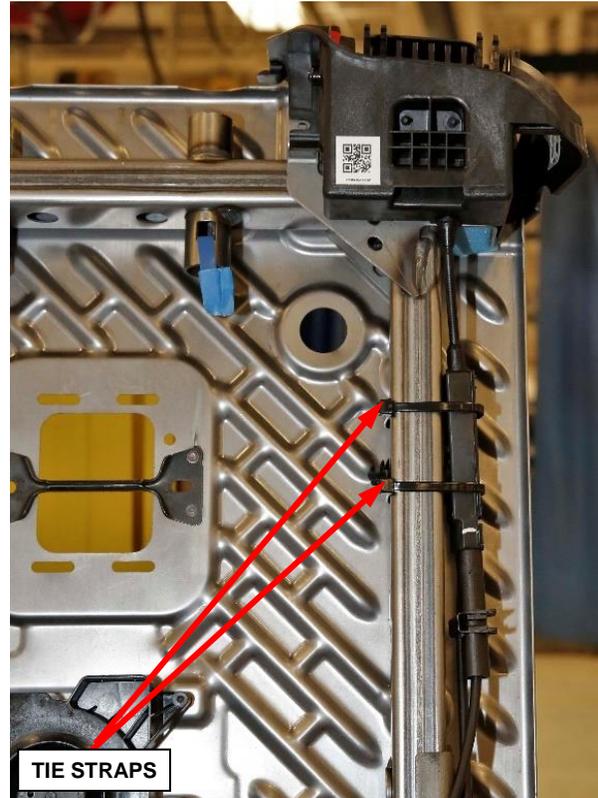


Figure 91 – Tie Straps

47. Tilt the seat (2) to the halfway position. At the halfway position the torsion spring will be at neutral tension. Then align and hook the end of the torsion spring (1) over the seat back frame lower crossmember (Figure 85).

48. Install the retainer (1) and bolt (2) securing the seat back torsion spring. Tighten the bolt to 10 N·m (89 in. lbs.) (Figure 84).

49. Install the EZ-Entry handle cable retainers to the seat frame lower crossmember (Figure 83).

Service Procedure [Continued]

50. Install the seat heater wire harness connector retainer to the seat frame (Figure 83).
51. Connect the seat fan electrical connector then install the wire harness connector retainer to the seat frame (Figure 83).
52. Position the hinge covers (4) then install the push pins (3) and screws (2) (Figure 82).
53. Install the seat cover and foam assembly to the seat back frame (Figure 81).
54. Attach the seat cover retainer to the EZ-Entry handle bezel mechanism by tucking the seat cover tab into the slot (Figure 81).
55. Install the headrest sleeves into the seat frame (Figure 80).
56. Install the headrest into the sleeves (Figure 78).

NOTE: Headrest must be in the tilted down position to connect the cable.

57. Install the headrest cable end fittings into the junction box and ensure the cable ends are connected to each other inside the junction box (Figure 77).
58. Close the headrest cable junction box cover and ensure the cover is secured by the three tabs (Figure 77).
59. Secure the headrest cable to the retainer on the seat back frame sidemember (Figure 77).

Service Procedure [Continued]

60. Install the EZ-Entry bezel (Figure 76).
61. Connect any wire harness connectors to the seat back cover (Figure 74).
62. Push the trim cover through the bite line of the seat (Figure 5).
63. Position the seat fabric flaps, then install the push pins to secure the seat cover to the seat back frame (Figure 4). If any push pins are damaged and not reusable, replace with push pin part number 06505411AA.
64. Close the seat cover zippers up by pulling downward with a small hook tool in the eye loop of the zipper. Then tuck the zippers into the seat cover (Figure 3).
65. Attach the J-Channels closeout along the bottom of the seat back (Figure 2).
66. Insert the seat back fabric flap into the tether pockets then install the child tether bezels to the seat (Figure 11).
67. Install the armrest and tighten the armrest fastener (1) to 23 N·m (17 ft. lbs.) (Figure 75).
68. Install the armrest fastener cover (1) to the armrest (Figure 75).
69. Install the seat into the vehicle.
70. Tilt the seat rearward then connect the electrical connector under the seat.

Service Procedure [Continued]

71. Install but do not tighten at this time the second row seat to floor front bolts (1) (Figure 73).
72. Slide the second row seat forward.
73. Install the second row seat to floor rear bolt and nut (1) (Figure 72).
 - Tighten the seat to floor bolt to 48 N·m (35 ft. lbs.)
 - Tighten the seat to floor nut to 70 N·m (52 ft. lbs.)
74. Install the trim covers (1) over the second row seat rear seat track (Figure 71).
75. Slide the second row seats rearward.
76. Tighten the second row seat to floor front bolts (1) to 48 N·m (35 ft. lbs.) (Figure 73).
77. Connect the battery negative cable. Refer to Service Library for proper methods to connect and tighten the battery negative cable.
78. Under the front seats, install the battery compartment cover (Figure 70).
79. Under the front seats, install the air duct and fastener (Figure 70).
80. Install floor mats.
81. Ensure the second row seats function normally.
82. Slide the first row seats back to their original positions.
83. Return the vehicle to customer or inventory.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect All Second Row Seat Tether Welds	23-Z2-41-81	0.4 hours
Inspect All Welds and Replace One Bucket Seat or 40% Seat Back Frame	23-Z2-41-82	1.2 hours
Inspect All Welds and Replace Both Bucket Seat Back Frames	23-Z2-41-83	2.0 hours
Inspect All Welds and Replace 60% Seat Back Frame	23-Z2-41-84	1.7 hours
Inspect All Welds and Replace Both 40% and 60% Seat Back Frames	23-Z2-41-85	2.2 hours

Add the cost of the recall parts plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Z24/NHTSA 22V-180

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall Z24.

IMPORTANT SAFETY RECALL

Second Row Child Seat Tether

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain [2021 and 2022 Model Year (WL) Jeep Grand Cherokee L] vehicles.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The second row seats on your vehicle ^[1] may have been built with a missing weld or welds from the seat back frame to the child tether on one or both seats. Vehicles built with a missing weld from the seat back frame to the child tether may not meet the FMVSS 225 strength requirement for tether anchorages. **A tether anchorage separating completely from the vehicle seat may increase the risk of injury to the occupant of the child seat in a crash.**

The condition described above potentially results in a failure to meet requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 225 S6.3.1 requires that, "Strength requirements for tether anchorages [...] when tested [...] in accordance with S8 [...] must not separate completely from the vehicle seat or seat anchorage or the structure of the vehicle."

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will inspect and, if necessary, replace the second row seat back frame. The estimated repair time is up to 2 hours. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.