



November 2009

Dealer Service Instructions for:

## Safety Recall J14 Heated Seat Elements

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### Models

**2001-2004 (WJ) Jeep® Grand Cherokee**

*NOTE: This notification applies only to the above vehicles equipped with heated front seats (sales code **JRH, JTF or JTG**) and had Recall F17 performed or had the front seat heater elements serviced with the F17 recall repair kit or the single seat repair kit.*

**IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this recall service on these vehicles before retail delivery.** Dealers should also perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

### Subject

The front seat electric heating elements on about 101,000 of the above vehicles may overheat and cause an interior fire or result in injury under certain operating conditions.

### Repair

Both front seat heating elements must be replaced.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
<b>CBMKF170AC</b>	<b>Heated Seat Element Package</b>

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Seat Cushion Heating Element
2	Seatback Heating Elements
20	Upholstery Rings

**Each dealer** to whom vehicles in the recall were assigned will receive enough Heated Seat Element Packages to service about **5%** of those vehicles.

**Special Tools**

No special tools are required to perform this repair.

**Service Procedure**

1. Prior to disassembling the seats, visually inspect the exterior surface of the front seat cushions and seat backs for holes or discoloration due to excessive heat.
  - If holes or discoloration due to excessive heat is found on either front seat, a new seat cover should be ordered before performing this repair.
  - If no holes or discoloration due to excessive heat was found on either front seat, continue with Step 2 of this procedure.
2. Place both front seats in the full forward position and partially recline the seatback rearward. This seat position will allow access to all bolts during the repair procedure.
3. Open the hood and disconnect the negative battery cable.
4. Remove the headrests from both front seats.
5. Remove the four seat assembly attachment bolts from each front seat.
6. Disconnect the seat wiring harness connector located under the seat.
7. With the help of an assistant, remove both front seats from the vehicle.

**NOTE: Perform all seat repairs on a clean work surface.**

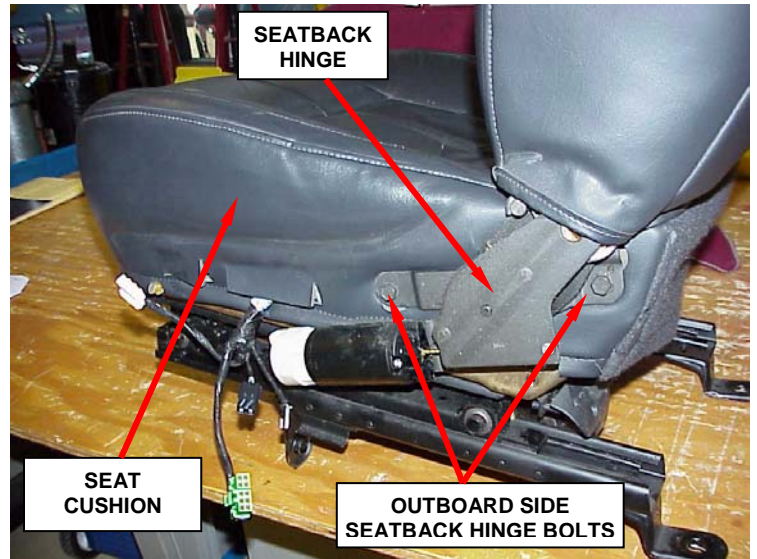
8. Remove the outer seat cushion plastic trim panel screws, disconnect the power seat switches and place the panel aside (Figure 1).
9. Disconnect the seatback wiring harness connectors located behind the plastic trim panel.
10. For vehicles equipped with power seat recliners, disconnect the seatback recliner motor connector.



**Figure 1 – Plastic Trim Panel**

**Service Procedure (Continued)**

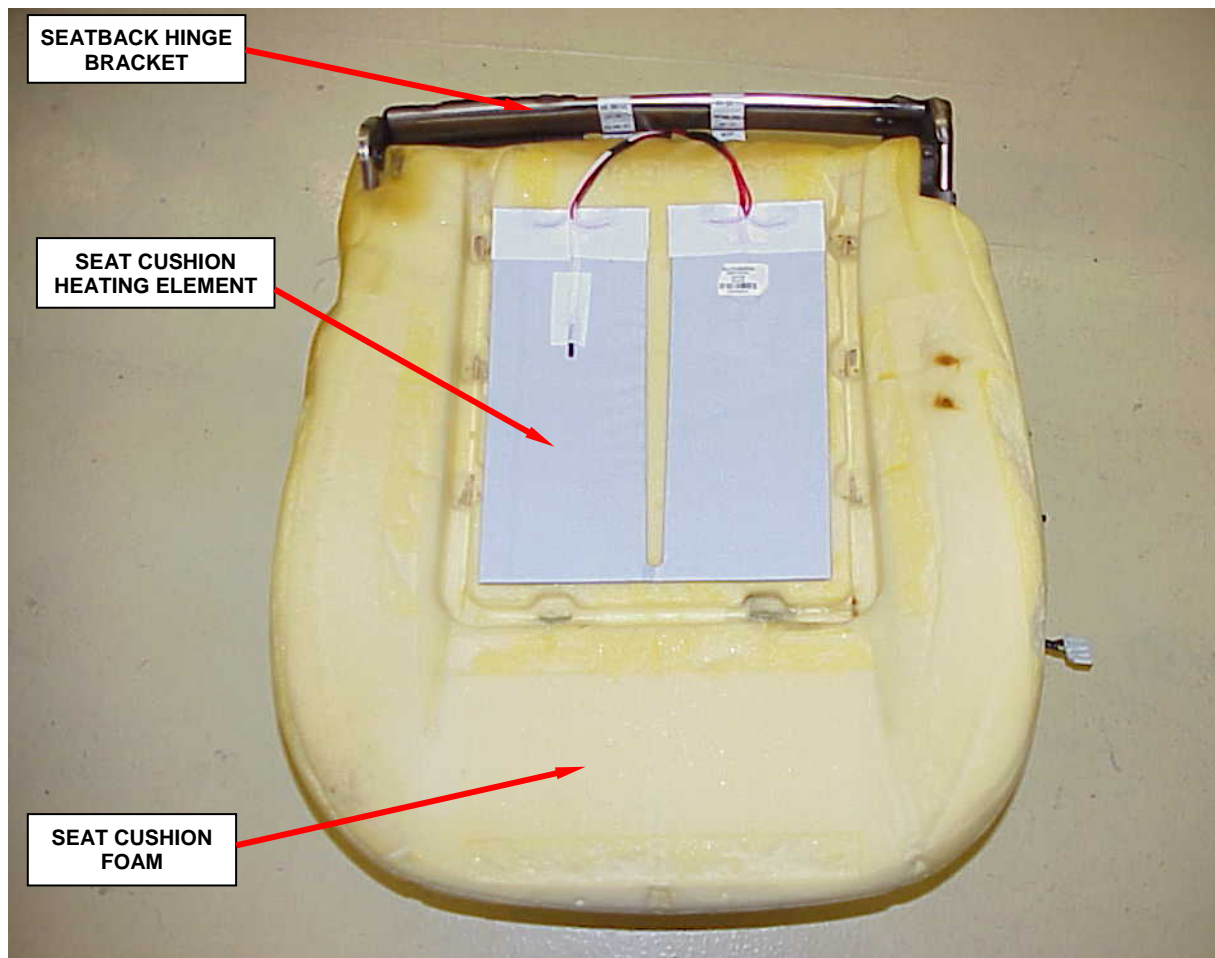
11. Remove the two outboard side bolts and the one inboard side bolt on the seatback hinge (Figure 2).
12. Disconnect seatback heater connector and separate the seatback from the seat cushion.
13. Remove and save the inner seatback hinge black plastic bushing.



**Figure 2 – Hinge Bolt Location**

14. Turn the seat cushion upside down and unlatch the plastic “J” strap on the inboard side of the cushion.
15. Unhook the plastic clip on the outboard side of the cushion.
16. Remove the metal upholstery ring from front “J” strap.
17. Unlatch the front “J” strap.
18. Turn the seat over and carefully lift the seat cover to expose the upholstery rings. Carefully cut off all of the upholstery rings.
19. Carefully remove the seat cover from the foam seat cushion.
20. Carefully remove and discard all of the old seat heater element from the seat foam.

**CAUTION: Never apply the new heating element over the old element. The old heating element must be removed and discarded.**

**Service Procedure (Continued)**

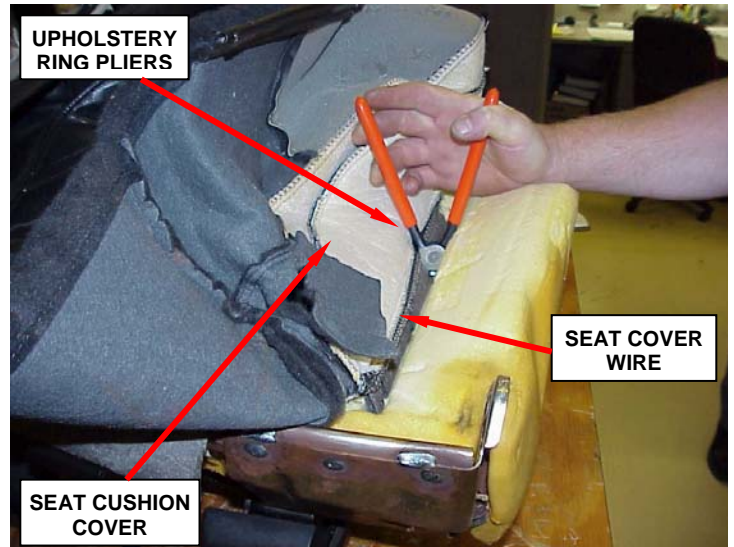
**Figure 3 – Seat Cushion Heating Element Installation**

21. Peel off the paper on the adhesive backed heating element and attach the new center cushion heating element as shown in Figure 3. This is the element in the kit that has four electrical connectors.

**CAUTION:** Ensure that all areas of each element are flat and fully attached to the seat foam. When properly installed, there should be no buckled or folded areas in the heating element. It is also important to maintain the gaps (slits) in the heating elements and ensure that the edges of the elements (along the slits) do not contact one another. The seat back and cushion elements are not interchangeable. Each element is labeled for its intended location (back or cushion). Failure to install the heating elements as described and shown in this procedure may cause damage to the seat cover(s).

**Service Procedure (Continued)**

22. Route the wiring harness between the rear seat bar and the seat cushion foam.
23. Turn the seat cover inside out.
24. Place the seat cushion cover into position over the seat cushion foam.
25. Attach the center of the seat cushion cover to the grid wire in the seat foam with the upholstery rings supplied in the kit (Figure 4).



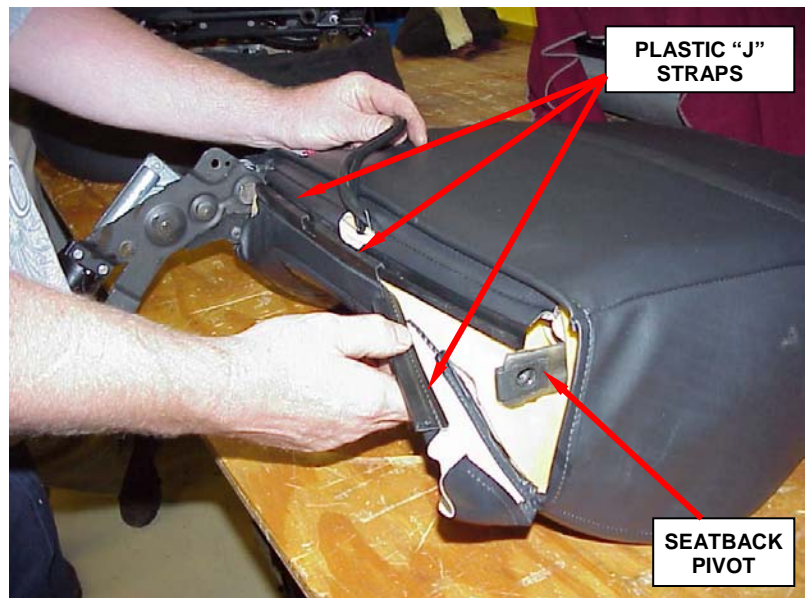
**Figure 4 – Attach Seat Cover to Cushion**

**NOTE: The kit contains four extra upholstery rings.**

26. Pull the seat cover into position over the seat cushion foam.
27. Turn the seat cushion upside down and connect the plastic “J” straps and plastic clip.
28. Connect the rear “J” strap to the seat frame.

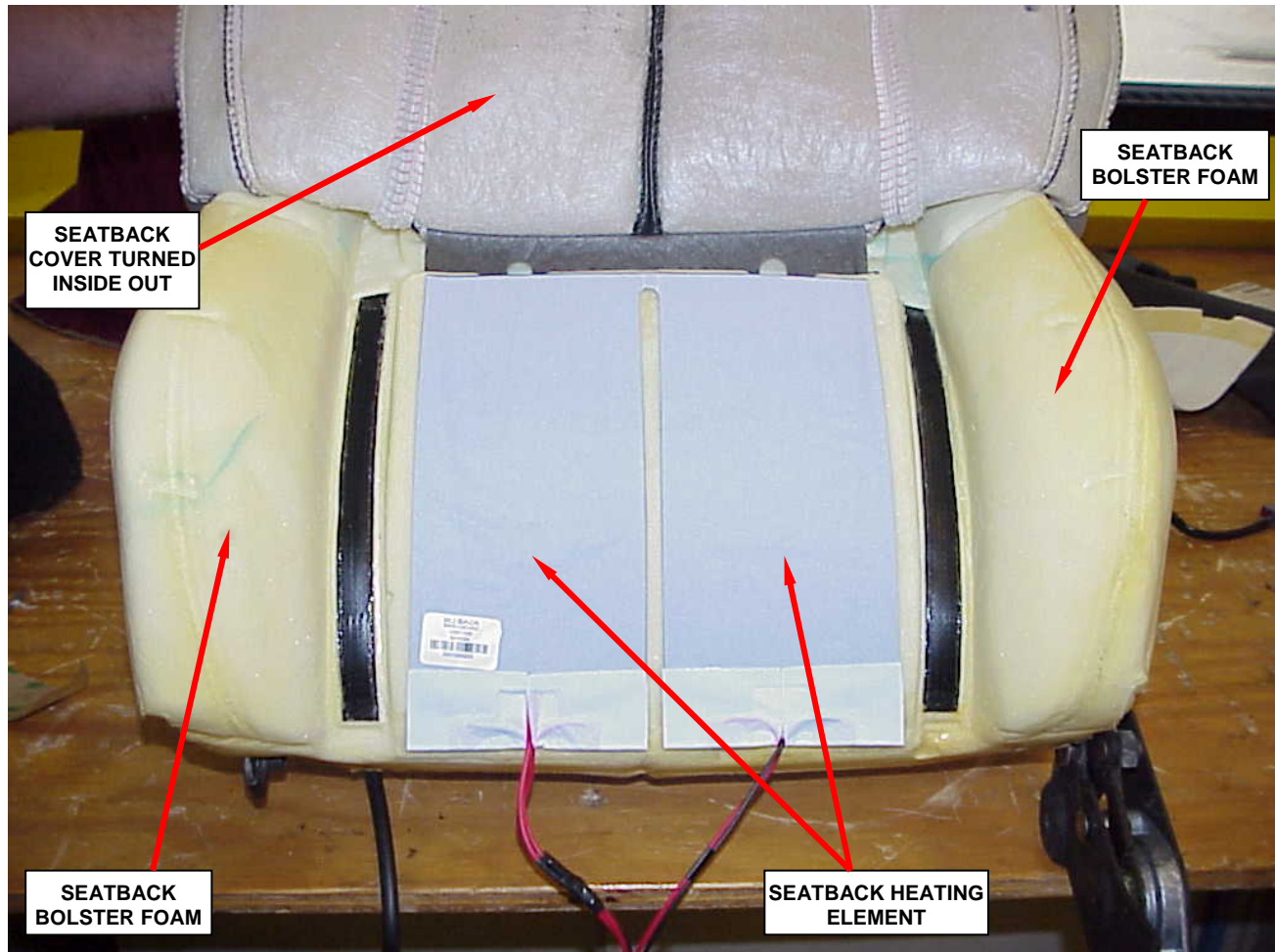
29. Install one upholstery ring on the front “J” strap in the same location as was removed earlier.
30. The seat cushion is complete. Set the cushion aside.

31. Place the seatback face-down on a clean work bench.
32. Disconnect the “J” strap located on the bottom of the seatback (Figure 5).



**Figure 5 – “J” Strap Removal**

33. Partially pull the seatback cover inside out until half of the seatback foam is exposed.

**Service Procedure (Continued)****Figure 6 – Seatback Heating Element Installation**

34. Carefully remove the old seat heating element (Figure 6). Discard the old element.

**CAUTION: Never apply the new heating element over the old heating element. The old heating element must be removed and discarded.**

35. Peel off the paper on the adhesive backed heating element and attach the new seatback heating element onto the seatback foam as shown in Figure 6.

**CAUTION: Ensure that all areas of each element are flat and fully attached to the seat foam. When properly installed, there should be no buckled or folded areas in the heating element. It is also important to maintain the gaps (slits) in the heating elements and ensure that the edges of the elements (along the slits) do not contact one another. The seat back and cushion elements are not interchangeable. Each element is labeled for its intended location (back or cushion). Failure to install the heating elements as described and shown in this procedure may cause damage to the seat cover(s).**

**Service Procedure (Continued)**

36. Carefully pull the seat cover down over the seatback foam and heating element. Then engage the hook and loop strips.
  37. Route the seat heater wires through the seat cover opening.
  38. Connect the “J” straps located on the bottom of the seatback.
  39. Place the seatback onto the seat cushion.
  40. Loosely install the outer seatback hinge bolts.
  41. Install the black plastic inner seat hinge bushing and inboard seatback bolt.
  42. Tighten the two outboard seatback hinge bolts to 20 ft. lbs (28 N·m) and the one inboard seatback hinge bolt to 35 ft. lbs (47 N·m).
- NOTE: The two short bolts are used to fasten the outboard seatback hinge and the single long bolt is used to fasten the inboard seatback hinge.**
43. Route the seatback heating element wiring through the lower cushion slot.
  44. Connect the seatback wiring to the seat cushion wiring harness.
  45. Route the “J” strap under the seat frame and latch the rear “J” strap to the seat frame wire.
  46. Connect the power seat switch harness to the seat switch and place the outer seat cushion plastic trim panel into position. Install and tighten the three fastening screws.
  47. Repeat steps 8 through 46 on the remaining front seat.
  48. With the help of an assistant, place the front seats into the vehicle.
  49. Connect the power seat wiring connector to the body harness.
  50. Install seats into position and install the fasteners. Tighten the fasteners to 30 ft. lbs. (40 N·m).
  52. Install the headrests on both front seats.
  53. Connect the negative battery cable and close the hood.



**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 submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Replace seat heater elements	08-J1-41-82	1.6 hours

Add the cost of the recall parts package 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 Chrysler 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.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

**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  
Chrysler Group LLC



***SAFETY RECALL J14 – HEATED SEAT ELEMENTS***

Dear: (Name)

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2001 through 2004 model year Jeep® Grand Cherokee vehicles that had Safety Recall F17 performed or had the front seat heater elements serviced with the F17 recall repair kit or single seat repair kit.**

***The problem is...***    **The front seat electric heating elements on your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx) may overheat and cause an interior fire or result in injury under certain operating conditions.**

***What your dealer will do...***    **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace both front seat heating elements. The work will take about 1½ hours to complete. However, additional time may be necessary depending on service schedules.

***What you must do to ensure your safety...***    Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Remember to bring this letter with you to your dealer.**

***If you need help...***    If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at  
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If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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

Customer Services Field Operations  
Chrysler Group LLC  
Notification Code J14

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