

Dealer Service Instructions for:

Safety Recall F17 Heated Seat Elements

Models

2003-2004 (WJ) Jeep® Grand Cherokee

NOTE: This notification applies only to the above vehicles equipped with heated front seats (sales code JRH, JTF or JTG) built after September 10, 2002 (MDH 091006).

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 123,000 of the above vehicles may overheat and cause an interior fire under certain operating conditions.

Repair

Both front seat heating elements must be replaced.

Parts Information

Part Number **Description**
CBMKF170 **Heated Seat Element Package**

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
2	Seat Cushion Heating Element
2	Seatback Heating Elements
4	Seat Cushion Bolster 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 **10%** of those vehicles.

Service Procedure

1. Visually inspect each 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.

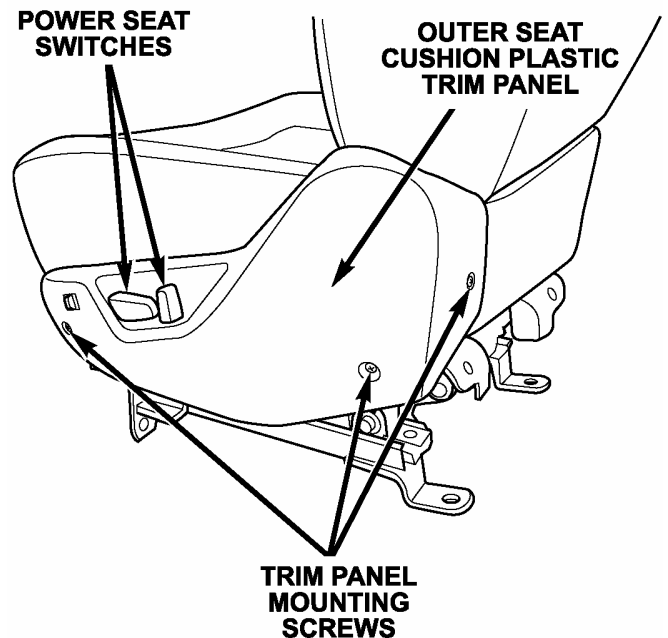


Figure 1

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.
14. Turn the seat cushion upside down and unlatch the plastic “J” strap on the inboard side of the cushion.

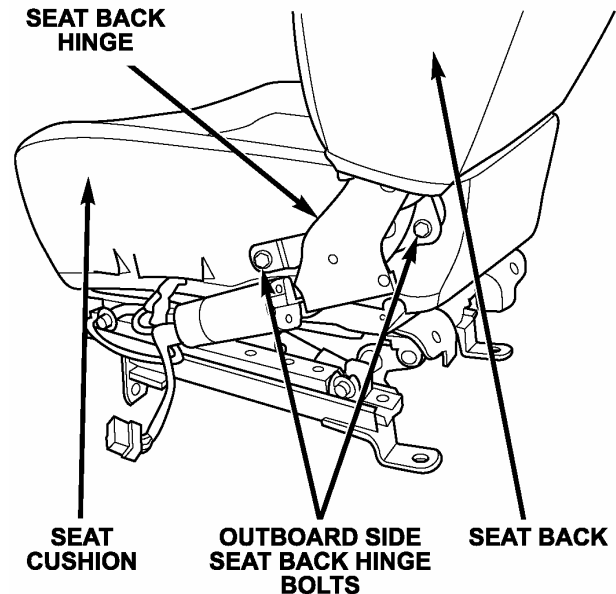


Figure 2

15. Unhook the plastic clip on the outboard side of the cushion.
16. Remove the metal upholstery ring from front “J” strap (Figure 3).
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.

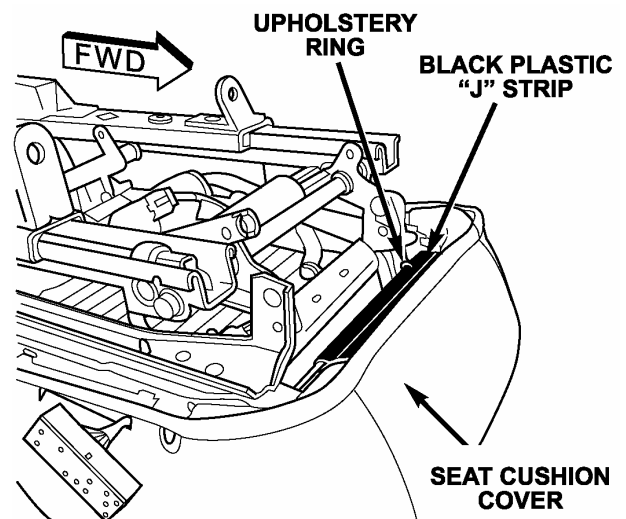


Figure 3

19. Carefully remove the seat cover from the foam seat cushion.
20. Carefully remove and discard 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)

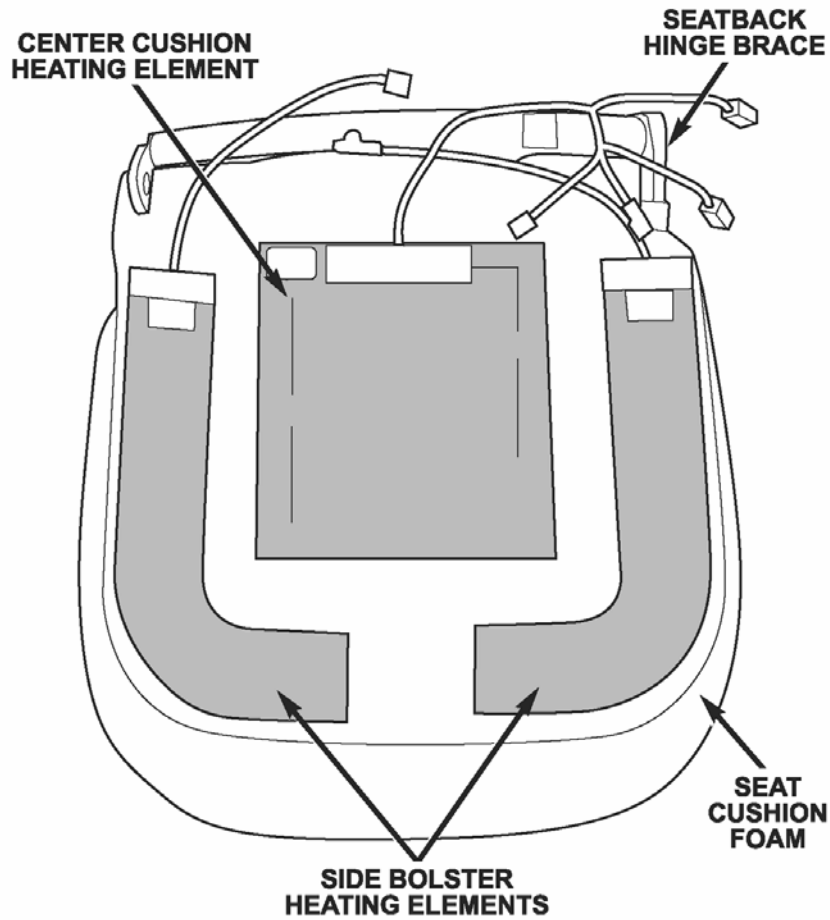


Figure 4

21. Peel off the paper on the adhesive backed heating element and attach the new center cushion heating element as shown in Figure 4. This is the element in the kit that has four electrical connectors.

NOTE: Each heating element in the kit has a label attached that indicates its intended location.

22. Peel off the paper from each of the adhesive backed side bolster heating elements and attach each heating element to the seat cushion foam as shown in Figure 4.
23. Connect the bolster wiring connectors to the center heating element wiring harness.
24. Route the wiring harness between the rear seat bar and the seat cushion foam.
25. Place the seat cushion cover into position over the seat cushion foam.

Service Procedure (Continued)

26. 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 5).

NOTE: The kit contains four extra upholstery rings.

27. Pull the seat cover into position over the seat cushion foam.
28. Turn the seat cushion upside down and connect the plastic “J” straps, and plastic clip.

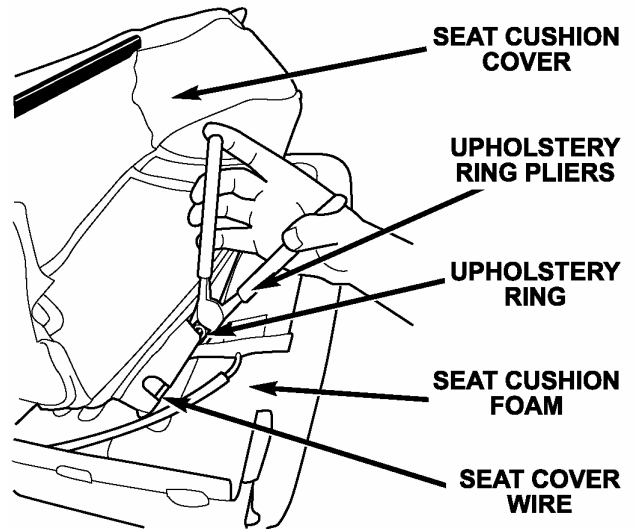


Figure 5

29. Connect the rear “J” strap to the seat frame.
30. Install one upholstery ring on the front “J” strap in the same location as was removed earlier (Figure 3).
31. The seat cushion is complete. Set the cushion aside.
32. Place the seatback face-down on a clean work bench.

33. Disconnect the “J” strap located on the bottom of the seatback (Figure 6).
34. Partially pull the seatback cover inside out until half of the seatback foam is exposed.
35. Carefully remove the old seat heating element. 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.

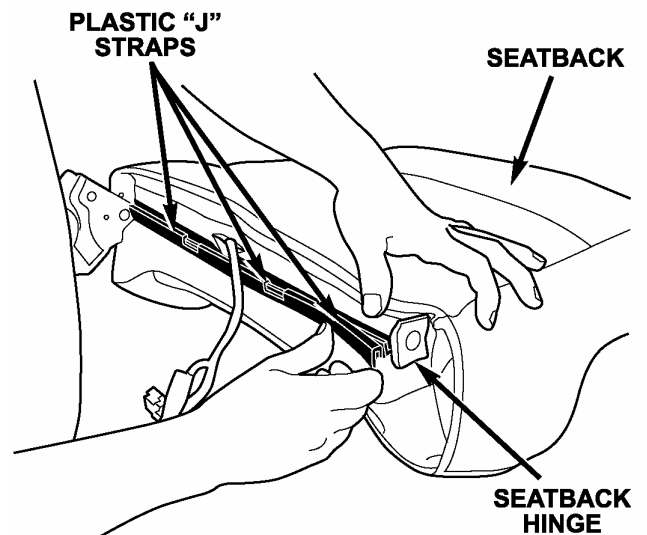


Figure 6

Service Procedure (Continued)

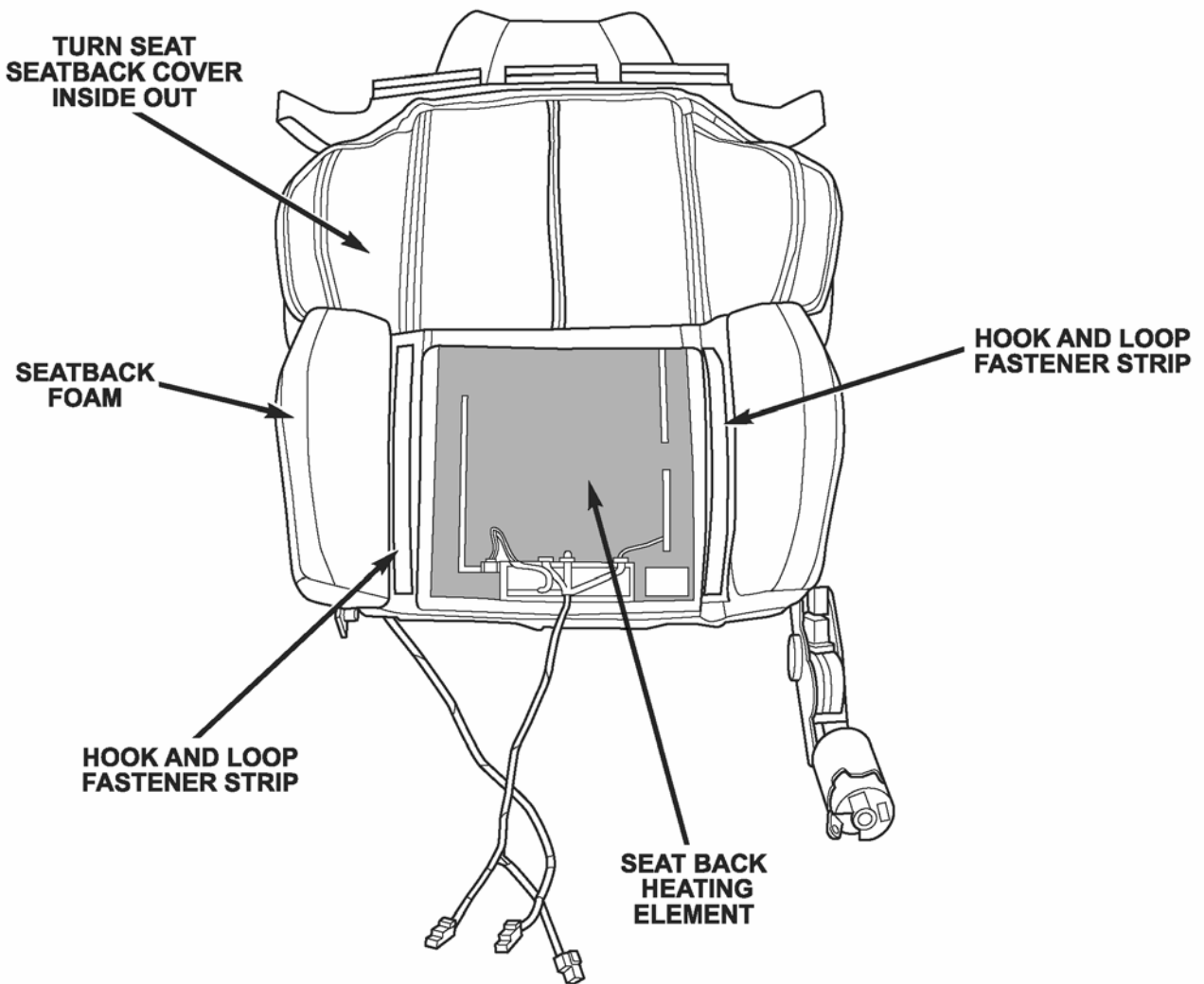


Figure 7

36. 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 7.
37. Carefully pull the seat cover down over the foam and element.
38. Connect the “J” straps located on the bottom of the seatback.
39. Install the black plastic inner seat hinge bushing.
40. Place the seatback onto the seat cushion and install the seatback hinge bolts. 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.

Service Procedure (Continued)

- 41. Route the heated seat wiring through the lower cushion slot.
- 42. Connect the seatback wiring to the seat cushion wiring harness.
- 43. Latch the rear “J” strap to the seat frame.
- 44. 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.
- 45. Repeat steps 8 through 44 on the remaining front seat.
- 46. With the help of an assistant, place the front seats into the vehicle.
- 47. Connect the power seat wiring connector to the body harness.
- 48. Install seats into position and install the fasteners. Tighten the fasteners to 30 ft. lbs. (40 N·m).
- 49. Install the headrests on both front seats.

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 DaimlerChrysler to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Replace seat heater elements	08-F1-71-82	1.3 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

All dealers will receive a copy of this dealer recall notification letter by mail. Two additional copies will be sent through the DCMMS. 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 DaimlerChrysler 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
DaimlerChrysler Corporation

DAIMLERCHRYSLER

*Buckle up
for Safety!*

SAFETY RECALL F17 – 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.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some **2003 and 2004 model year Jeep® Grand Cherokee vehicles equipped with heated seats.**

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

What your dealer will do... **DaimlerChrysler 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 how dealer appointments are scheduled and processed.

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 DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code F17 on the postcard.

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: DaimlerChrysler P.O. Box 4639 Oak Ridge, TN 37831, 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, 400 Seventh Street, S.W., 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
DaimlerChrysler Corporation
Notification Code F17

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