



NUMBER: 23-015-11

GROUP: Body

DATE: April 20, 2011

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of Chrysler Group LLC.

SUBJECT:

Loose And/Or Squeaking Front Seat Cushion

OVERVIEW:

This bulletin involves inspecting the front seat cushion and if necessary replacing the plastic isolator bushings.

MODELS:

2011

WK

Grand Cherokee

NOTE: This bulletin applies to vehicles built prior to November 24, 2010 MDH(1124XX).

SYMPTOM/CONDITION:

The customer may experience the front seat cushion shifting left to right and/or squeaking during turns or other driving conditions.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
4 (AR)	04610341AB	Bracket, Isolator Bushing

NOTE: Only two isolator bushings are needed for each seat cushion.

REPAIR PROCEDURE:

1. Grab either side of the seat bottom ([Fig. 1](#)) and attempt to move side to side. Inspect for side to side movement and/or squeaking. Was there any excessive side to side movement and/or squeaking?



Fig. 1 Front Seat Cushion Bottom

1 - Lower Seat Bolsters

- a. Yes >>> [Step #2](#)
 - b. No >>> This bulletin does not apply, further diagnosis required.
2. Move the suspect seat to the full up and back position.

3. Is the suspect seat cushion(s) equipped with memory seats or a power inverter underneath the seat?
 - a. Yes >>> Proceed to [Step #4](#).
 - b. No >>> Proceed to [Step #5](#).
4. Remove the two fasteners securing the memory seat module carrier underneath the right front seat ([Fig. 2](#)).

NOTE: On some passenger seats is a power inverter/bracket assembly. Removal of this bracket is similar to memory seat module/bracket.

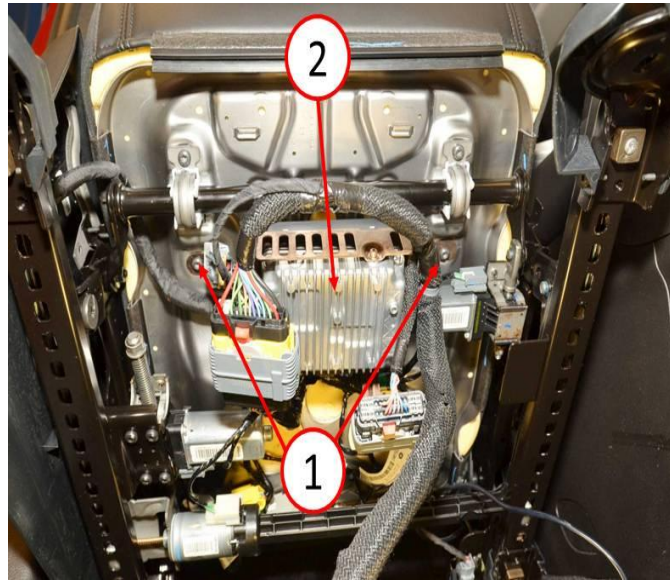


Fig. 2 Memory Seat Module

1 - Fasteners

2 - Memory Seat Module

5. From underneath the front of the seat remove both fasteners securing the front attachment isolator bushings to the seat pan ([Fig. 3](#)).

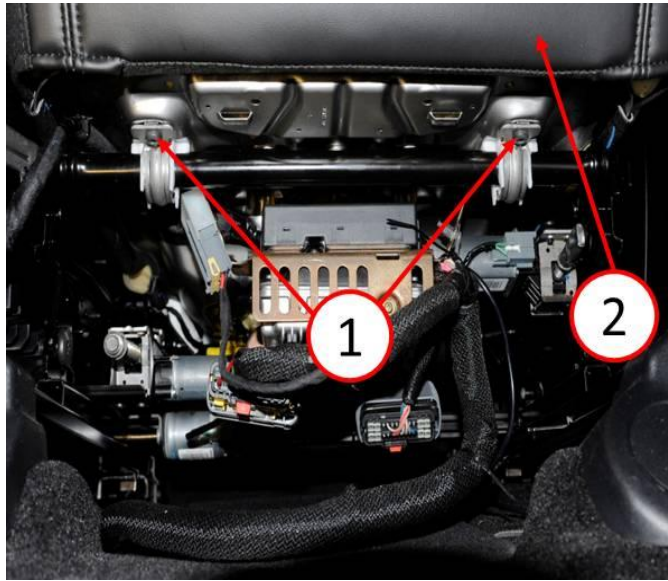


Fig. 3 Fasteners

1 - Fasteners

2 - Seat Bottom Front

6. Remove the both front attachment isolator bushings and steel brace as shown in (Fig. 4).

NOTE: Remove the right and left seat pan clip by simultaneously rotating the isolator bushing and steel strap downward and at the same time pushing the seat pan up.



Fig. 4 Module Carrier

- 1 - Module Carrier
 - 2 - Seat Pan
 - 3 - Steel Brace
 - 4 - Isolator Bushing
-

7. Install the right and left seat pan isolator bushings p/n 04610341AB by inserting them into the slots at the same time (Fig. 5).

NOTE: If the isolator bushings are not installed at the same time they will break if installed one at a time.

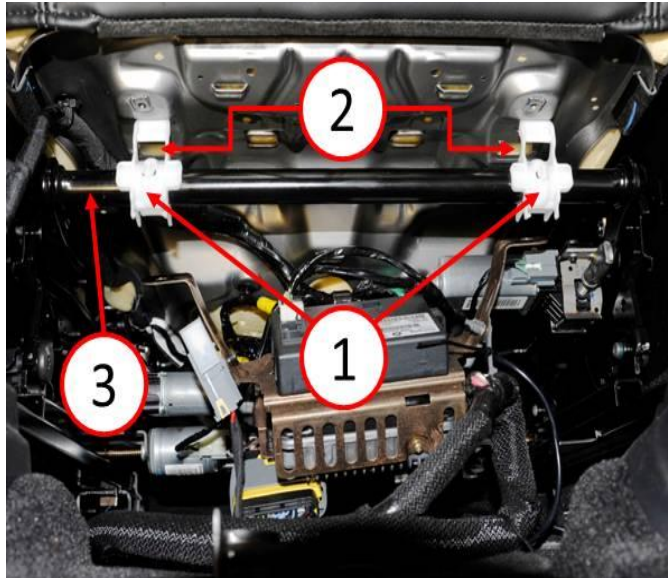


Fig. 5 Seat Isolator Bushing Installation

- 1 - Isolator Bushings
 - 2 - Seat Pan Slots
 - 3 - Adjuster Cross Tube
-

- 8. Install the steel braces that cover the white isolator bushing and once seated reinstall fasteners removed in [Step #6](#) securing the steel straps to the seat pan ([Fig. 6](#)).

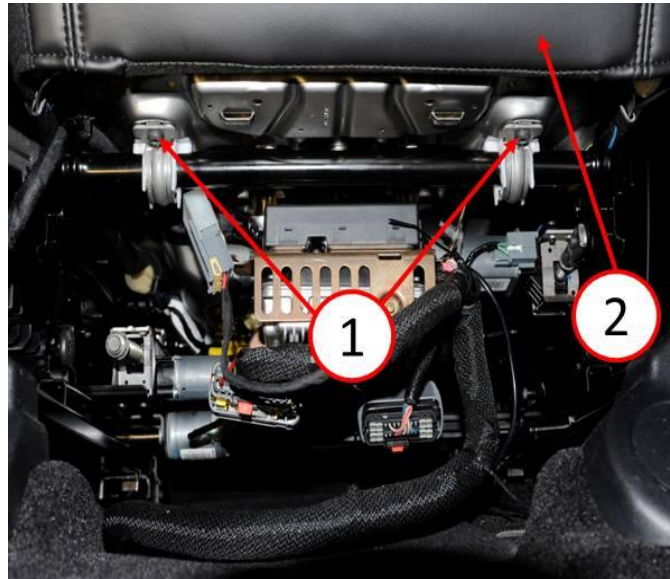


Fig. 6 Fasteners

- 1 - Fasteners
- 2 - Seat Bottom Front

- 9. Reinstall the memory seat module carrier or power inverter bracket.
- 10. With lower seat cushion fully secured grab the top of the seat bottom cushion at the right and left side bolsters. Sliding left to right verifying the seat no longer moves and/or squeaks. If the seat moves and/or squeaks continue further diagnosis, this bulletin does not apply.
- 11. Return the vehicle to the customer.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
23-20-36-90	Inspect Both Front Seat Cushions Only (C)	0.2 Hrs.
23-20-36-91	Replace The Seat Pan Isolator Bushings - One Side Only (C)	0.3 Hrs.
23-20-36-92	Replace The Seat Pan Isolator Bushings - Both Sides Only (c)	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------