



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V472

Manufacturer Name: Chrysler (FCA US, LLC)

Submission Date: Jul 17, 2025

NHTSA Recall No.: 25V472

Manufacturer Recall No.: 20C

Manufacturer Information

Population

Manufacturer Name: Chrysler (FCA US, LLC)

Address: 800 Chrysler Drive
CIMS 482-00-91
Auburn Hills MI, 48326-
2757

Total number of potentially involved: 121,398

Estimated percentage with defect: 1%

Vehicle Information

Vehicle 1: 2023-2024 JEEP GRAND CHEROKEE L

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: May 16, 2023 - Jan 30, 2024

Number of potentially involved: 43,241

Descriptive Information:

Some 2023-2024 MY Jeep Grand Cherokee L vehicles may have been built with 2nd row head restraints containing an internal locking mechanism with an interference condition which may prevent the headrest from locking upright.

The suspect period began on May 16, 2023, when the first vehicles were produced with the suspect parts, and ended on January 30, 2024, when vehicles were no longer produced with suspect parts. Vehicle production and supplier manufacturing records were used to determine the suspect population.

Similar vehicles not included in this recall were built before or after the suspect period or were built with head restraints which do not have an interference condition.

Vehicle 2: 2023-2024 JEEP GRAND CHEROKEE

Product Category: Light Vehicles

Product Type:

Fuel / Propulsion:

Production Dates: May 16, 2023 - May 02, 2024

Number of potentially involved: 78,157

Part 573 Safety Recall Report

25V472**Descriptive Information:**

Some 2023-2024 MY Jeep Grand Cherokee vehicles may have been built with 2nd row head restraints containing an internal locking mechanism with an interference condition, which may prevent the headrest from locking upright.

The suspect period began on May 16, 2023, when the first vehicles were produced with suspect parts, and ended on May 02, 2024, when vehicles were no longer produced with suspect parts. Vehicle production and supplier manufacturing records were used to determine the suspect population.

Similar vehicles not included in this recall were built before or after the suspect period or were built with head restraints which do not have an interference condition.

Defect / Noncompliance Description**Description of the defect or noncompliance:**

FMVSS 202a S4.2.1 requires: " ... when measured ...the top of a head restraint located in an outboard designated seating position must have a height not less than 750 mm in any position of adjustment." The head restraint in the suspect vehicles may not lock upright, which causes the top of the head restraint to measure less than 750 mm in height.

FMVSS1: 202 - Head restraints

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

A head restraint that is folded forward may increase the risk of injury to seat occupants in certain types of crashes.

Description of the cause:**Identification of any warning that can occur:**

None prior to failure. If an interference is present, the head restraint is folded forward and may not lock upright.

Component Manufacturer

Part 573 Safety Recall Report

25V472**Tier of Supplier:****Supplier Type:****Name:** GRAMMER INDUSTRIES INC**Address:** 47912 Halyard Dr
Plymouth Township MI, 48170**Country:** United States

Involved Components

Component Name 1: Second Row Headrest**Component Description:** Please see attached supplemental information titled "FCA US LLC Recall Part Numbers-20C-WL Head Restraint Not Locking 07172025.pdf".**Component Part Number:** See attached document referenced above for the head restraint assembly part numbers.

Chronology

- On August 13, 2024, the FCA US LLC ("FCA US") Technical Safety and Regulatory Compliance ("TSRC") organization opened an investigation for a potential issue related to head restraints that may not lock upright on some 2023 and 2024 MY Jeep Grand Cherokee and Grand Cherokee L vehicles.
- From August 2024, through May 2025, FCA US TSRC met with FCA US engineering and manufacturing to review the issue, understand the failure mode, review customer records and to determine the suspect population.
- On June 11, 2025, the FCA US TSRC organization recognized a vehicle build issue exists on certain vehicles related to a condition that can cause the 2nd row head restraints to not lock upright, potentially resulting in a noncompliance with FMVSS No. 202a.
- On July 10, 2025, FCA US determined, through the Vehicle Regulations Committee, that a noncompliance with FMVSS No. 202 potentially exists in all affected vehicles.

Related NHTSA Recall Number:

Description of Remedy

Remedy Type: Inspect, Replace**Consumer Advisories:** ☐ Do Not Drive ☐ Park Outside

Part 573 Safety Recall Report

25V472

Description of remedy program:

FCA US will conduct a voluntary safety recall on all affected vehicles to inspect and, if necessary, replace the head restraint.

How remedy component differs from recalled component:

The remedy component is a head restraint that does not have an interference condition.

Identify how/when recall condition was corrected in production:

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

****07/17/2025:** FCA US will notify dealers on or about 7/24/2025 and begin notifying owners on or about 09/05/2025

Planned Dealer Notification Date: Jul 24, 2025 - Jul 24, 2025

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date: Sep 05, 2025 - Sep 09, 2025

☐ Phased Recall

Date when VIN will be searchable: Jul 24, 2025