

# SAFETY RECALL

NORTH AMERICA

## 2nd Row Headrest

Reference: 20C / NHTSA 25V-472



FCA US LLC



Remedy available for

2023-2024 (WL) Jeep Grand Cherokee/Grand Cherokee L

Template Version 1.0

| Revision | Edition        | Detail           |
|----------|----------------|------------------|
| 0        | September 2025 | Initial Version. |

### SYMPTOM DESCRIPTION

The 2<sup>nd</sup> row head restraints on about 129,100 of the above vehicles may have been built containing an internal locking mechanism which can prevent the headrest from locking upright. A head restraint that does not lock may increase the risk of injury to seat occupants in certain types of crashes.

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 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.

### SCOPE

This recall applies only to the above vehicles equipped with:

- WL74 Rear 60/40 Folding Seat (Sales Code CFN)
- WL75 Bucket Seat Manual Easy Entry Slide (Sales Code CAW) & 60/40 Bench Manual Tip/Slide (Sales Code CF1)

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. Violation of this requirement by a dealer could result in a civil penalty of up to \$27,874 per vehicle.
- 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.

### REPAIR TO BE PERFORMED

Inspect both second row outboard headrests for proper headrest lock function. If either fails inspection, replace the headrest.

### ALTERNATE TRANSPORTATION

Dealers should proactively minimize customer inconvenience while the recall repair is being performed. Reference the Goodwill Alternate Transportation Guidelines warranty bulletin link within Recall Central on DealerCONNECT for options to support the customer while their vehicle is in service.

### COMPLETION REPORTING / 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 the following labor operation numbers and time allowances:

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| Labor Description   | Number      | Hrs |
|---|-------------|-----|
| Inspect Both Outboard Second Row Folding Headrests  | 23-20-C1-81 | 0.3 |
| Inspect and Replace One Outboard Second Row Folding Headrest                                | 23-20-C1-82 | 0.6 |
| Inspect and Replace Both Outboard Second Row Folding Headrests (CAW Sales Code Only)        | 23-20-C1-83 | 0.8 |
| Inspect and Replace Both Outboard Second Row Folding Headrests (CFN or CF1 Sales Code Only) | 23-20-C1-84 | 0.9 |

| Labor Description        | Number      | Allowance           |
|--------------------------|-------------|---------------------|
| Floor Plan Reimbursement | 95-95-95-97 | Calculate See Below |

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on **07/24/2025** and the remedy was made available on **09/04/2025**, therefore, the number of days cannot exceed **42** days.

| Vehicle   | Average Daily Allowance |
|---|-------------------------|
| 2023-2024 (WL) Jeep Grand Cherokee/Grand Cherokee L | ██████                  |

**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.**

For Mobile Service Reimbursement, dealer to include standard dealer entry and mark-up for parts, standard

dealer entry and labor rate for service, as well as the special services code for mobile allowance. The special services LOP will only be paid once per VIN and may NOT be used in coordination with any Alternate Transportation claims.

For additional details, reference the Mobile Service Warranty Bulletin - for convenience, a copy has been linked within Recall Central on DealerCONNECT.

### PARTS INFORMATION

| Part No.   | Qty. | Part Name  |
|------------|------|--|
| 6PL751X7AH | 1    | Headrest (Seat Code CFN, Trim Code *AJ, Trim Color -X7)        |
| 6PL761X7AH | 1    | Headrest (Seat Code CFN, Trim Code *D6/*DZ/*B6, Trim Color X7) |
| 6PL761T3AH | 1    | Headrest (Seat Code CFN, Trim Code *D6/*B6, Trim Color W7)     |
| 6PL763X7AH | 1    | Headrest (Seat Code CFN, Trim Code *E6, Trim Color -X7)        |
| 6PL781X7AH | 1    | Headrest (Seat Code CFN, Trim Code *BL/*TL, Trim Color X7)     |
| 6PL782X7AH | 1    | Headrest (Seat Code CFN, Trim Code *CL, Trim Color -X7)        |
| 6PL781T5AH | 1    | Headrest (Seat Code CFN, Trim Code *CL, Trim Color -T7)        |
| 6PL811X7AH | 1    | Headrest (Seat Code CFN, Trim Code *EC, Trim Color -X7)        |
| 6PL811T5AH | 1    | Headrest (Seat Code CFN, Trim Code *EC, Trim Color -T7)        |
| 6XS151X7AH | 1    | Headrest (Seat Code CF1/CAW, Trim Code *AJ, Trim Color -X7)    |

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| Part No.   | Qty. | Part Name   |
|------------|------|---|
| 6XS161X7AH | 1    | Headrest (Seat Code CF1/CAW, Trim Code *D6/*DZ/*B6, Trim Color -X7) |
| 6XS161T3AH | 1    | Headrest (Seat Code CF1/CAW, Trim Code *D6/*B6, Trim Color -W7)     |
| 6XS171X7AH | 1    | Headrest (Seat Code CF1/CAW, Trim Code *BL/*TL, Trim Color -X7)     |
| 6XS172X7AH | 1    | Headrest (Seat Code CF1/CAW, Trim Code *CL, Trim Color -X7)         |
| 6XS171T5AH | 1    | Headrest (Seat Code CF1/CAW, Trim Code *CL, Trim Color -T7)         |
| 6XS191X7AH | 1    | Headrest (Seat Code CF1/CAW, Trim Code *EC, Trim Color -X7)         |
| 6XS191T5AH | 1    | Headrest (Seat Code CF1/CAW, Trim Code * EC, Trim Color -T7)        |

**NOTE: Only order parts after the vehicle has been inspected.**

### PARTS RETURN

No parts return required for this campaign.

Render the recalled headrest unusable and discard.

### SPECIAL TOOLS

No Special Tools are required to perform this service procedure.

### 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 / 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

### 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.

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## SERVICE PROCEDURE

### A. Inspect Headrest – All

**NOTE:** This headrest inspection is to be performed on both outboard seating positions in the second row. The middle seat headrest is not part of this recall.

1. Move the front seats forward.
2. Make sure that the headrest is in the locked position (Figure 1).



**Figure 1 – Headrest In Locked Position**

3. Fold the second row seat to the fully flat position (Figure 2).



**Figure 2 – Second Row Seat Folded Flat**

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4. Return the second row seat to the fully upright position (Figure 3).
5. Return the headrest to the locked position (Figure 1).



**Figure 3 – Second Row Seat Fully Upright**

6. Kneeling in the seat, facing the headrest, with moderate effort, rock the headrest from side to side using both hands (Figure 4).



**Figure 4 – Testing Headrest – Side to Side Motion**

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7. Pull the headrest toward you with moderate effort (Figure 5).

8. Did the headrest release from the locked position?

- **Yes:** replace the headrest. Proceed to **B. Headrest Replacement.**
- **No:** Repeat Steps 2-7 nine more times. If the headrest remains locked each time, it has passed inspection.

**NOTE:** If the headrest fails to remain locked in the upright position during any of the ten tests, it must be replaced.



**Figure 5 – Testing Headrest – Fore / Aft Motion**

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### **B. Replace Headrest**

**NOTE:** Removal of sleeves, as described in the procedures below, is not likely to be necessary.

**NOTE:** When installing the cable to the hinge verify the cable is routed in the channel on the hinge cover before securing the cable to the seat, and before installing seat back cover.

**NOTE:** WL75 - If removing the right bucket headrest remove the armrest (if equipped).

**NOTE:** Headrest retainer caps are reused. Transfer them from the old to new headrest.

1. Move the front seats forward. If the second row seats are adjustable, move them forward.
2. Remove and discard the old headrest and install a new one. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body / Seats, Second Row / HEADREST, Second Row / Removal and Installation, Second Row Headrest - Long Wheel Base Model in Service Library.
3. Remove and discard the old headrest and install a new one. Refer to the detailed service procedures available in DealerCONNECT/ Service Library under: Service Info> 23 - Body / Seats, Second Row / HEADREST, Second Row / Removal and Installation, Outer Headrest - Short Wheel Base (WL74) Model.



**Figure 6 – Early Design Outer Headrest Retainers**

- Transfer the old headrest retainer to the new headrest.
- Test cycle the seat for proper head rest function before installing the cover.

**NOTE:** Steps 4 - 6 below are shown in the “Outer Headrest - Short Wheel Base Model” procedure in Service Library but apply to both the Short Wheel Base and Long Wheel Base Models.

4. For early model vehicles, use a small allen wrench to depress the headrest retainers (1) and lift the headrest and cable out of the seat back (Figure 6).

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5. For late model vehicles, use a trim stick or equivalent to release the headrest retainer cap (1) (Figure 7).
6. Using a small flat headed screwdriver (4), push in on the headrest retainer slot (3) to release the headrest. Repeat for the opposite side and lift to remove the headrest and cable from the seat back (2) (Figure 7).



**Figure 7 – Late Design Outer Headrest Retainers**

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

20C/NHTSA 25V-472

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 20C.

# IMPORTANT SAFETY RECALL

## 2nd Row Headrest

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 certain [2023-2024 Model Year (WL) Jeep® Grand Cherokee and Jeep Grand Cherokee L] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 202 - Head restraints.

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 2<sup>nd</sup> row head restraints on your vehicle <sup>[1]</sup> may contain an internal locking mechanism which can prevent the headrest from locking upright. **A head restraint that does not lock may increase the risk of injury to seat occupants in certain types of crashes.**

The condition described above does not comply with Federal Motor Vehicle Safety Standard (FMVSS) No. 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.

#### HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US LLC will repair your vehicle <sup>[2]</sup> free of charge (parts and labor). To do this, your dealer will inspect and, if necessary, replace each head restraint. The estimated repair time is 20 to 60 minutes. 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. Ask your dealer for alternate transportation options while your vehicle is in service. 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](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[3]</sup> 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 1-888-275-9171), or go to [safercar.gov](http://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.