



NUMBER: 23-016-16

GROUP: Body

DATE: April 15, 2016

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SUBJECT:

Chirping Or Squeaking Coming From The Second Row Headrest

OVERVIEW:

This bulletin involves applying lubricant to the headrest mechanism and seat back panel crossmember.

MODELS:

2011 - 2016	(WD)	Dodge Durango
2011 - 2016	(WK)	Jeep Grand Cherokee

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA and EMEA.**

NOTE: This bulletin applies to vehicles built on or before February 01, 2016 (MDH 0201XX).

SYMPTOM/CONDITION:

Customers may describe a chirping or squeaking coming from the rear second row seat headrest(s) while driving.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	05019060AA	Lubricant - Grease NYE 880 GEL

NOTE: Each tube of NYE lubricant will service 10 vehicles.

REPAIR PROCEDURE:

CAUTION: Failure to carefully remove the seat back cover and foam may result in damage to these parts and the heated seat wiring harness.

NOTE: Procedure can be done without removing seat(s) from vehicle.

1. Perform the proper removal step below according to the vehicle being repaired:
 - For 2011 - 2016 (WD) only, remove the seat back cover - 40% seat back or 60% seat back only. Refer to the detailed service procedure available in DealerCONNECT> TechCONNECT under: 23 - Body/Seats/COVER, Seat Back, Second Row/Removal.
 - For 2011 - 2016 (WK) only, remove the seat back cover - 40% seat back or 60% seat back only. Refer to the detailed service procedure available in DealerCONNECT> TechCONNECT under: 23 - Body/Seats/COVER, Seat Back, Rear/Removal.
2. Disconnect the heated seat electrical connector (If Equipped).
3. Remove the plastic headrest mechanism trim cover from the headrest mechanism.
4. Remove the two bolts and set headrest mechanism aside.

NOTE: Do not disconnect the recliner adjuster cable from the headrest mechanism.

5. Using a small brush (1) or equivalent, apply NYE 880 grease (2) to both of the headrest mechanism and seat back panel cross member square holes ([Fig. 1](#)).

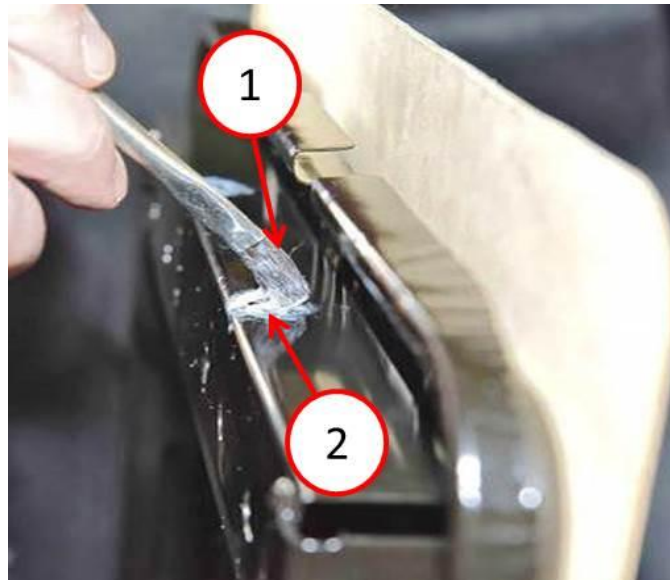


Fig. 1 Brushing Grease

- 1 - Brush
- 2 - NYE Grease

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6. Install the headrest mechanism with two bolts. Tighten bolts securely.
 7. Install the plastic headrest mechanism trim cover on the headrest mechanism.

8. Perform the proper installation step below according to the vehicle being repaired:
 - For 2011 - 2016 (WK) only, install the seat back cover - 40% seat back or 60% seat back only. Refer to the detailed service procedure available in DealerCONNECT> TechCONNECT under: 23 - Body/Seats/COVER, Seat Back, Rear/Installation.
 - For 2011 - 2016 (WD) only, install the seat back cover - 40% seat back or 60% seat back only. Refer to the detailed service procedure available in DealerCONNECT> TechCONNECT under: 23 - Body/Seats/COVER, Seat Back, Second Row/Installation.
9. Connect the heated seat electrical connector (If Equipped).
10. Verify seat back cover has no wrinkles, exposed foam, or loose trim around edges of headrest.
11. Lightly strike the upper seat back repeatedly with your hand to try and recreate the chirping or squeaking. Is chirping or squeaking heard?
 - a. YES >>> Normal diagnosis should be performed.
 - b. NO >>> Repair Complete.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-52-95	Mechanism, Folding Headrest Hinge / Bracket (2nd Row) - Inspect Both and Apply Nye Grease to One Side (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.8 Hrs.
23-20-52-96	Mechanism, Folding Headrest Hinge / Bracket (2nd Row) - Inspect Both and Apply Nye Grease to Both Sides (1 - Semi-Skilled)	6 - Electrical And Body Systems	1.3 Hrs.
23-20-52-97	Mechanism, Folding Headrest Hinge / Bracket (2nd Row) - Inspect Both and Apply Nye Grease to One Side 60% (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.9 Hrs.
23-20-52-98	Mechanism, Folding Headrest Hinge / Bracket (2nd Row) - Inspect Both and Apply Nye Grease to Both Sides 60% and 40% (1 - Semi-Skilled)	6 - Electrical And Body Systems	1.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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PARTS REIMBURSEMENT DETAIL:

Part No.	Description
NPN	1/10 Of NYE Lubricant

NOTE: This part number is for reimbursement only and will need to be claimed for 1/10 of Dealer Net of Part No. 050190600AA or it will be rejected.