



NUMBER: 23-049-17

GROUP: 23 - Body

DATE: November 3, 2017

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SUBJECT:

Creaking Noise Coming From Driver's Front Power Seat

OVERVIEW:

This bulletin involves lubricating the pivot linkage on the driver's front power seat.

MODELS:

2017	(LX)	Chrysler 300
2017	(LD)	Dodge Charger
2017	(LA)	Dodge Challenger

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

NOTE: This bulletin applies to vehicles built on or before July 03, 2017 (MDH 0703XX) equipped with Power 8-Way Driver Seat (Sales Code JPR) or Power 6-Way Driver Seat (Sales Code JPS) or Power Front Driver/Passenger Seats (Sales Code JPT).

SYMPTOM/CONDITION:

The customer may describe a creaking sound originating from the driver's front power seat when the seat is in full down position and there is force placed on the seat back.

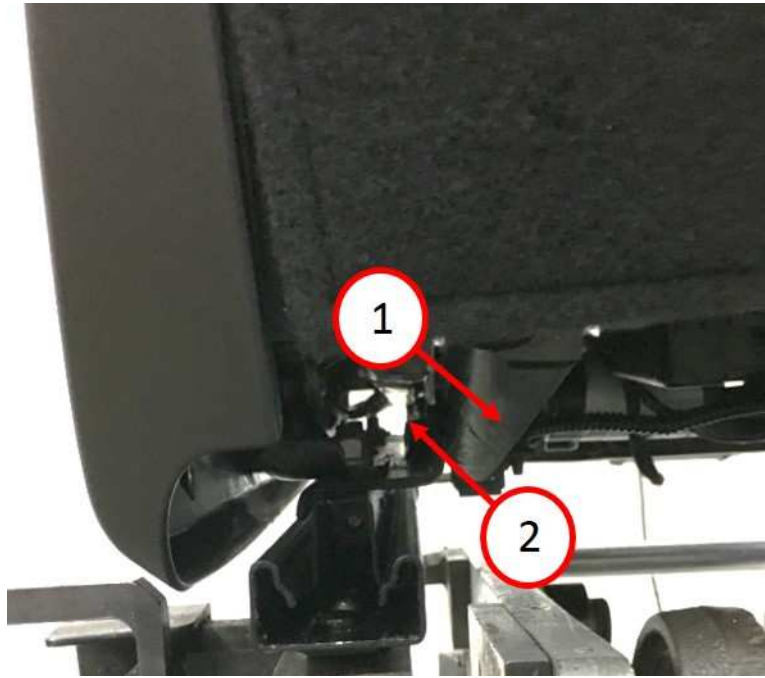
DIAGNOSIS:

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

1. To verify creaking condition, sit in driver's front seat. Adjust the power front seat to the full down position (the seat will not creak unless it's in the full down position).
2. Push off of the floor and rock hard against the back of the seat to replicate the noise.
3. Was a creaking noise heard?
 - YES>>> Continue with [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin does not apply. Normal diagnosis is required.

REPAIR PROCEDURE:

1. Raise the seat to the full-up position and locate the pivot bracket (Fig. 1) .

**Fig. 1****Location of Pivot Bracket (View from rear of seat)**

- 1 - Pivot Bracket
 - 2 - Area of Concern
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2. Verify rust on the outboard pivot bracket similar to (Fig. 2) and (Fig. 3) .



Fig. 2
Rust/Corrosion (Pivot Bracket)

1 - Example of corroded/rusted pivot bracket (silver) junction.

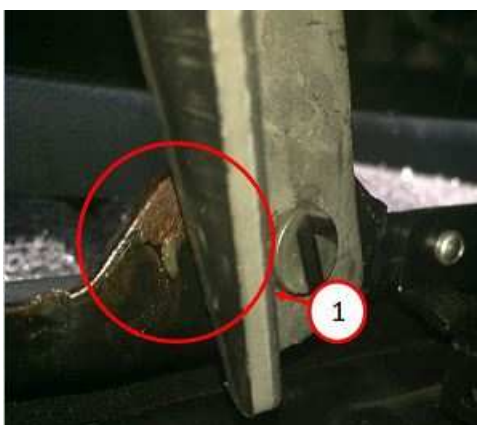


Fig. 3
Rust/Corrosion (Seat Track)

1 - Examples of corroded/rusted seat track.

3.

NOTE: Leave the seat in full-up position for the following steps. Lubricate the rusted/corroded surface on the pivot linkage with MOPAR white spray lube lithium grease (p/n 04318066AE), as shown in (Fig. 4) .

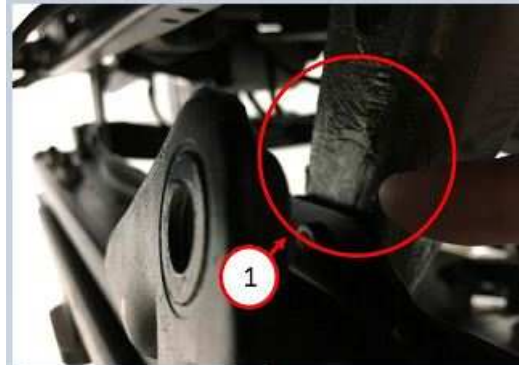


Fig. 4
Lubrication of Pivot Bracket Connection

1 - Pivot Bracket Junction with Grease Applied.

4. Lower seat to full-down and try to replicate creak noise. If creak persists, repeat Repair Procedure as necessary.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-13-60-9C	Lubricate, Driver's Power Seat track and Lift Link (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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