



NUMBER: 23-018-20

GROUP: 23 - Body

DATE: June 10, 2020

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SUBJECT:

Active Head Restraint (AHR) Inadvertent Deployment - X88 Warranty Extension

OVERVIEW:

This bulletin involves inspecting and possibly replacing a front seat AHR that has inadvertently deployed.

MODELS:

2014 - 2015 (WD) Dodge Durango

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

SYMPTOM/CONDITION:

Customers may comment on the following:

- The AHR has inadvertently deployed (Fig. 1) and (Fig. 2) on one or both front seats and will not reset.

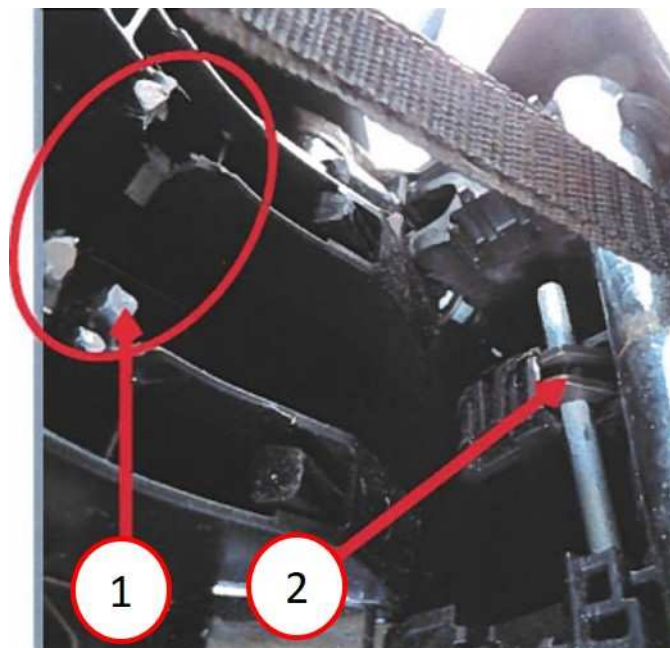


Fig. 1

Inadvertent Deployed Position AHR

- 1 - Sled Fractured And Pin In Latch
- 2 - Pin Fastened To Sled

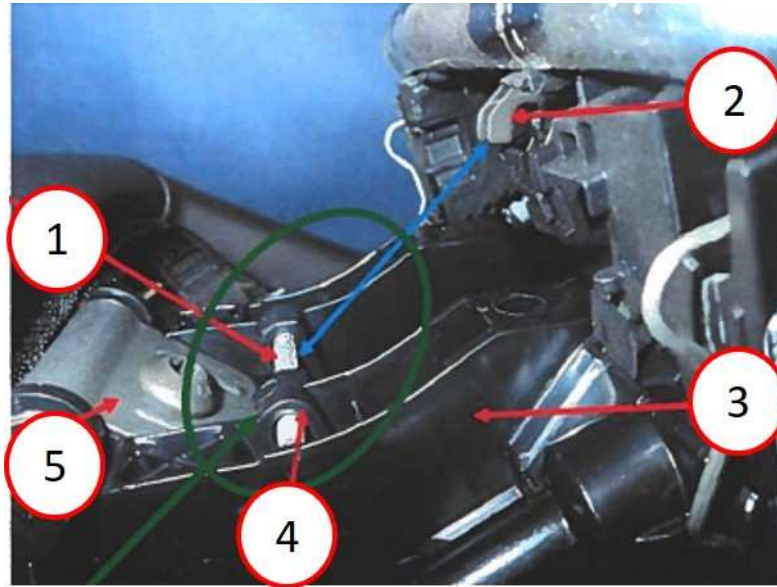


Fig. 2
Normal Deployed Position AHR

- 1 - Striker Pin
- 2 - Latch Pawls
- 3 - Sled
- 4 - Sled Bracket
- 5 - Tilt Clip

DIAGNOSIS:

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

NOTE: There will be no Diagnostic Trouble Codes (DTCs) with the symptom/condition listed.

PARTS REQUIRED:

NOTE: Due to complexity of this warranty extension campaign, inspection must be performed and confirmation of failure must be completed before ordering parts.

Only order parts if the Active Head Restraint will not reset. The failure rate for this condition is extremely low.

Fig. 3

Qty.	Part No.	Description
(AR)	5PN14DX9AA	Leather Trim Black Front Active Head Restraint
(AR)	5PN14HL1AA	Leather Trim Black/Beige Front Active Head Restraint
(AR)	5RX96DX9AA	Cloth Trim Black Front Active Head Restraint
(AR)	5RX96HL1AA	Cloth Trim Black/Beige Front Active Head Restraint
(AR)	5RX56DX9AA	Cloth Trim Black Front Active Head Restraint
(AR)	5RX56GT5AA	Cloth Trim Black/Tan Front Active Head Restraint
(AR)	5RX56HL1AA	Cloth Trim Black/Beige Front Active Head Restraint
(AR)	5RX56JRRAA	Leather Trim Black/Red Front Active Head Restraint

NOTE: This service bulletin does not cover replacement of all AHRs. Only replace AHRs that have been deployed and will not reset.

REPAIR PROCEDURE:

1. Attempt to reset the front AHR. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 10 - Restraints/Restraint, Active Head/Standard Procedure Standard Procedure - Active Head Restraint Reset.
2. Did the front AHR reset?
 - YES>>> This bulletin has been completed, use reset LOP (23-20-48-95) to close the bulletin.
 - NO>>> Proceed to [Step 3](#) of the Repair Procedure.
3. Replace the AHR. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 23 - Body/Seats/Headrest, Front/Removal/Installation.

POLICY:

Vehicles included in this Service Bulletin have a warranty extension to a 10 Year/Unlimited Mileage from in-service date warranty period for this repair. See Warranty Bulletins: U.S. D-20-10, Canada SAB 2020-15 and Mexico BG-12-20, for details associated with the warranty extension.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-48-95	Headrest/Active Headrest (Front Row) - Reset One or Both (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
23-20-48-96	Headrest/Active Headrest (Front Row) - Replace One (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
23-20-48-97	Headrest/Active Head rest (Front Row) - Replace Both (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.

FAILURE CODE:

ZZ	Service Action
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