



NUMBER: 23-018-20 REV. C

GROUP: 23 - Body

DATE: August 26, 2020

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This bulletin supersedes Service Bulletin 23-018-20 REV. B, dated July 11, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and include adding WK vehicles, additional model years for WD, a build date, a note and Warranty Bulletin numbers.**

SUBJECT:

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

OVERVIEW:

This bulletin involves inspecting the sled bracket striker pin and possibly replacing a front seat AHR that has inadvertently deployed.

MODELS:

**2014 - 2018	(WK)	Jeep Grand Cherokee **
2014 - **2018**	(WD)	Dodge Durango

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

NOTE: **This bulletin applies to vehicles built on or before September 01, 2017 (MDH 0901XX).******

SYMPTOM/CONDITION:

Customers may comment on the following:

- The AHR is deployed on one or both front seats and will not reset.

DIAGNOSIS:

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

NOTE: **This Service Bulletin is only applicable for 2014 - 2016 MY WD, a portion of 2017 - 2018 MY WD and 2014 - 2018 MY WK vehicles, that have one of the part numbers listed in this bulletin.******

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

1. Verify the sled bracket striker pin is attached to the sled bracket (Fig. 1) and (Fig. 2) .

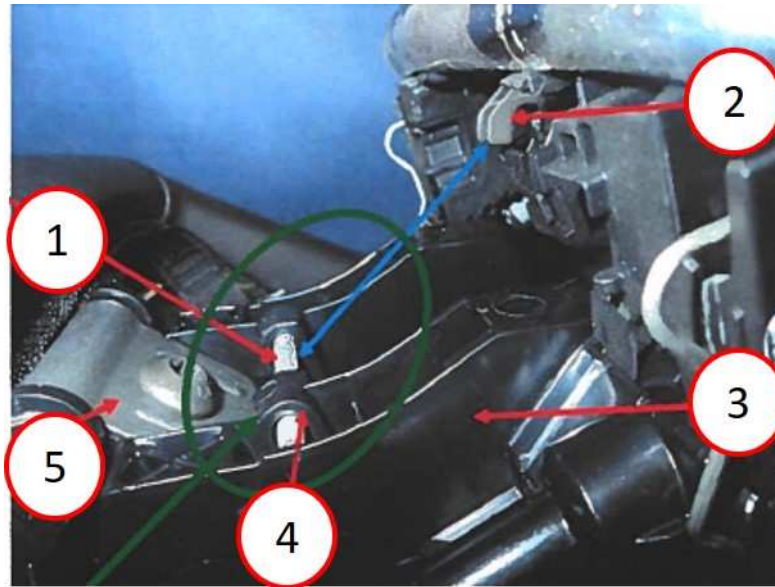


Fig. 1

Normal Deployed Position - AHR Can Be Reset

- 1 - Striker Pin Correctly Attached To The Sled Bracket
 - 2 - Latch Pawls
 - 3 - Sled
 - 4 - Sled Bracket With Pin Attached
 - 5 - Tilt Clip
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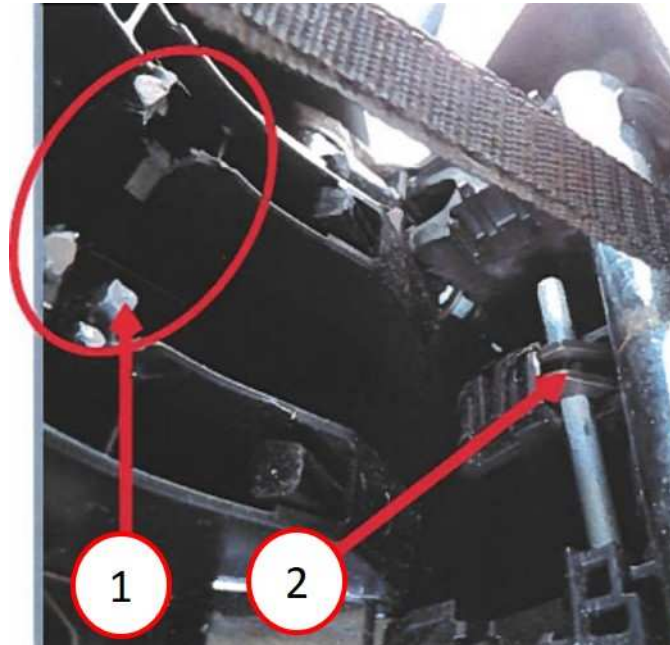


Fig. 2

Deployed AHR Has Failed And Will Not Reset

- 1 - Sled Bracket Failed
 - 2 - Striker Pin Fastened/Locked To Latch (**Will Not Reset**)
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2. Is the striker pin attached to the sled bracket (Fig. 1) ?

- YES >>> This bulletin has been completed, use inspection LOP (23-20-48-98) to close the bulletin.
- NO >>> The striker pin is locked in the AHR latch (Fig. 2) . Proceed to Step 1 of the Repair Procedure.

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 with broken and failed sled brackets.

REPAIR PROCEDURE:

1. 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 REV. A, Canada SAB 2020-15A, International ID-20-18 Rev. A and Mexico BG-21-20**, for details associated with the warranty extension.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-48-98	Headrest/Active Headrest (Front Row) - Inspect One or Both (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-48-99	Headrest/Active Headrest (Front Row) - Replace One (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
23-20-48-9A	Headrest/Active Headrest (Front Row) - Replace Both (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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