



**NUMBER:** 23-018-20 REV. D

**GROUP:** 23 - Body

**DATE:** November 6, 2020

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**This bulletin supersedes Technical Service Bulletin 23-018-20 REV. C, dated August 26, 2020, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include additional model years, part numbers, repair procedure step, updated Warranty Bulletin numbers and LOP time.**

***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:***

**2011 - 2018	(WK)	Jeep Grand Cherokee
2011 - 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: 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) .

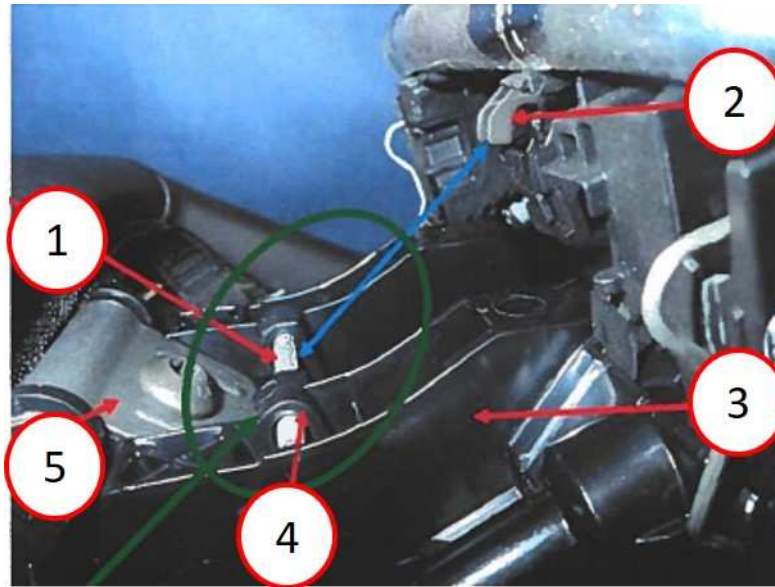


Fig. 1

**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

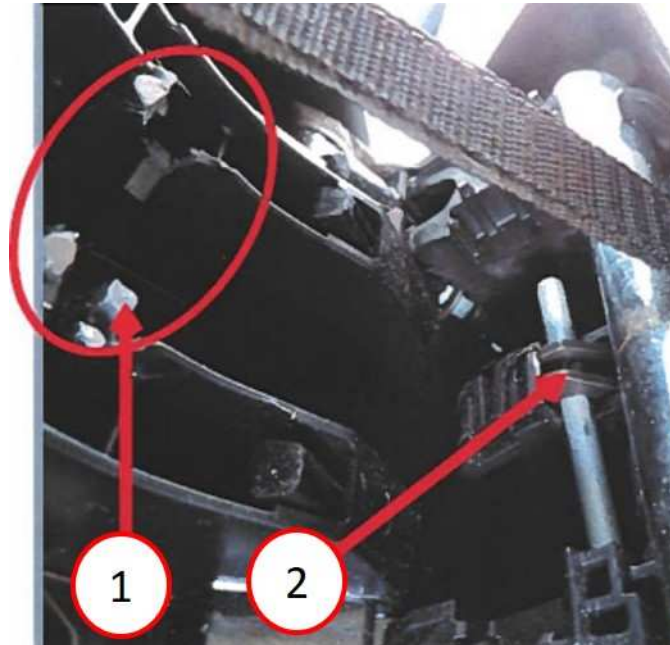


Fig. 2

**Deployed AHR Has Failed And Will Not Reset**

- 1 - Sled Bracket Failed
- 2 - Striker Pin Fastened/Locked To Latch (**Will Not Reset**)

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 <b>(WD and WK Vehicles)</b>
(AR)	5PN14HL1AA	Leather Trim Black/Beige Front Active Head Restraint <b>(WD and WK Vehicles)</b>
(AR)	5RX96DX9AA	Cloth Trim Black Front Active Head Restraint <b>(WD Vehicles)</b>
(AR)	5RX96HL1AA	Cloth Trim Black/Beige Front Active Head Restraint <b>(WD Vehicles)</b>
(AR)	5RX56DX9AA	Cloth Trim Black Front Active Head Restraint <b>(WD Vehicles)</b>
(AR)	5RX56GT5AA	Cloth Trim Black/Tan Front Active Head Restraint <b>(WD Vehicles)</b>
(AR)	5RX56HL1AA	Cloth Trim Black/Beige Front Active Head Restraint <b>(WD Vehicles)</b>
(AR)	5RX56JRRAA	Leather Trim Black/Red Front Active Head Restraint <b>(WD Vehicles)</b>
** (AR)	5PS82DX9AA	Cloth Trim Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	5PP26DX9AA	Leather Trim w/ Perf Inserts Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	5PR86DX9AA	Leather Trim w/ Edge Welting Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1UP78DX9AA	Cloth Trim Black Active Head Restraint <b>(WD Vehicles)</b>
(AR)	5PR86HL1AA	Leather Trim w/ Edge Welting Brown/Lt. Frost Active Head Restraint <b>(WK Vehicles)</b>
(AR)	5PP26HL1AA	Leather Trim w/Perf Inserts Black/Lt. Frost Active Head Restraint <b>(WK Vehicles)</b>
(AR)	5PR32LU5AA	Leather Trimmed Brown Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1TM21DX9AA	Cloth Trim Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	5PS82HL1AA	Cloth Black/Lt. Frost Beige Active Head Restraint <b>(WK Vehicles)</b>

<b>Qty.</b>	<b>Part No.</b>	<b>Description</b>
(AR)	1UP78BD3AA	Cloth Trim Dk Graystone/Med Graystone Active Head Restraint <b>(WD Vehicles)</b>
(AR)	1UP60DX9AA	Lux Leather Trim Black Active Head Restraint <b>(WD Vehicles)</b>
(AR)	5PR32LT5AA	Leather Trim Dark Sienna Brown/Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1WG79JTLAA	Leather Trim New Saddle/Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	5PT06LV5AA	High Performance Laguna Leather Trim Black/Sepia WK Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1XM81DX9AA	Leather Trim w/Perf Inserts Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	6LQ32DX9AA	Trailhawk Trim Black/Ruby Red Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1UN78DX9AA	Leather Trim Black Active Head Restraint <b>(WD and WK Vehicles)</b>
(AR)	5PR32DX9AA	Leather Trim Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1UN78BD3AA	Leather Trim Dk Graystone/Med Graystone Active Head Restraint <b>(WD and WK Vehicles)</b>
(AR)	5PR86LC5AA	Leather Trim w/ Edge Welting Indigo Blue/Brown Active Head Restraint <b>(WK Vehicles)</b>
(AR)	5PS80DX9AA	Leather Perf Suede SRT Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1WG791X9AA	Leather Trim w/ Edge Welting Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1TM21BD3AA	Cloth Trim Dk Graystone/Med Graystone Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1UN78HL1AA	Prem Leather Trim Black/Lt. Frost Beige Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1WG79HL1AA	Leather Trim w/ Edge Welting Dk. Frost Beige/Lt. Frost Beige WK Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1XX10DX9AA	Leather/Perf Suede SRT Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1UP60GT5AA	Leather Trim Black/Tan Active Head Restraint <b>(WD Vehicles)</b>
(AR)	1UP60HL1AA	Lux Leather Trim Black/Lt. Frost Beige Active Head Restraint <b>(WD Vehicles)</b>
(AR)	1TN30DX9AA	Leather Trim w/ Perf Inserts Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1TN301L1AA	Leather Trim w/ Perf Inserts Black/Lt. Frost Beige Active Head Restraint <b>(WK Vehicles)</b>
(AR)	6EZ23DX9AA	Cloth Trim Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	1WG79JFJAA	Prem Leather Trim Black/Dark Olive Active Head Restraint <b>(WK Vehicles)</b>

Qty.	Part No.	Description
(AR)	1XM81HL1AA	Leather Trim w/ Perf Inserts Black/Lt Front Active Head Restraint <b>(WK Vehicles)</b>
(AR)	5XN16DX9AA	SRT Perf. Laguna Leather/Ultrasuede Black/Radar Red Active Head Restraint <b>(WK Vehicles)</b>
(AR)	6CV26YSAAA	Leather/Perf Suede SRT Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	5LF53DX9AA	Leather w/ Perforated Suede Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	6EZ25HL1AA	Leather Trim w/ Perf Inserts Black/Lt. Frost Beige Active Head Restraint <b>(WK Vehicles)</b>
(AR)	6LR08PS4AA	Premium Laguna Leather Indigo/Ski Gray Active Head Restraint <b>(WK Vehicles)</b>
(AR)	6SL99DX9AA	Cloth Trim Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	5PT06YSAAA	High Perform Laguna Leather Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	6EZ23HL1AA	Cloth Trim Black/Lt. Frost Beige Active Head Restraint <b>(WK Vehicles)</b>
(AR)	6MJ12DX9AA	Leather Trim Black Active Head Restraint <b>(WD Vehicles)</b>
(AR)	6NE87DX9AA	Laguna Leather Trim Black Active Head Restraint <b>(WK Vehicles)</b>
(AR)	6RZ37SA5AA	Leather Trim Black/Light Grey Active Head Restraint <b>(WK Vehicles)**</b>

**NOTE: Attention parts managers. Look up part numbers in StarParts and view pictures (media), in order to verify the correct color AHR needed by vehicle.**

**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.
2. \*\*Perform the Supplemental Restraint System (SRS) Verification Test. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 10 - Restraints / Standard Procedure.\*\*

**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-2020-10 Rev. B, Canada SAB 2020-15B, International ID-2020-17 Rev. B and Mexico BG-31-20 Rev. B\*\*, for details associated with the warranty extension.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
23-20-48-98	Headrest/Active Headrest (Front Row) - <b>Inspect One or Both</b> (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-48-99	Headrest/Active Headrest (Front Row) - <b>Replace One</b> (0 - Introduction)	6 - Electrical and Body Systems	**0.4 Hrs.**
23-20-48-9A	Headrest/Active Headrest (Front Row) - <b>Replace Both</b> (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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