



NUMBER: 23-027-20

GROUP: 23 - Body

DATE: November 6, 2020

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SUBJECT:

Active Head Restraint (AHR) Inadvertent Deployment - X84 Warranty Extension

OVERVIEW:

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

MODELS:

2010 - 2018	(JC)	Dodge Journey
2010 - 2014	(JS)	Chrysler Sebring/Avenger/Sebring Convertible

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) .

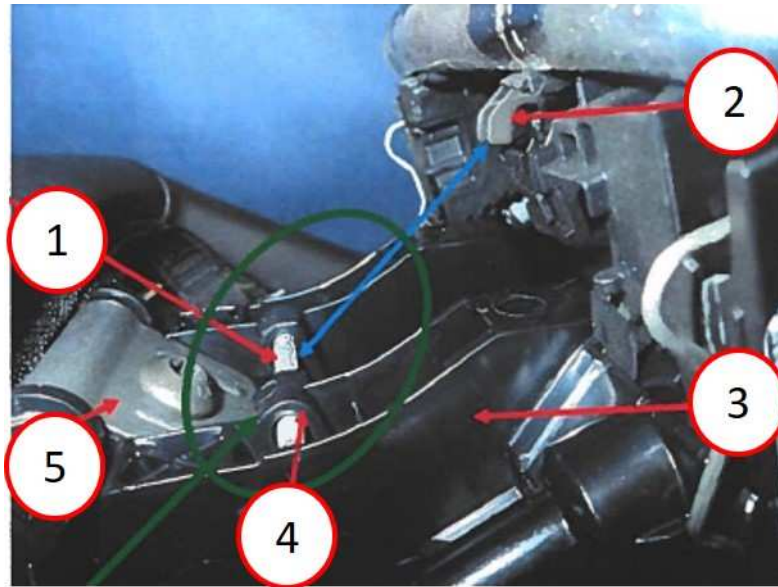


Fig. 1
Normal Deployed Position - AHR Can Be Reset

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

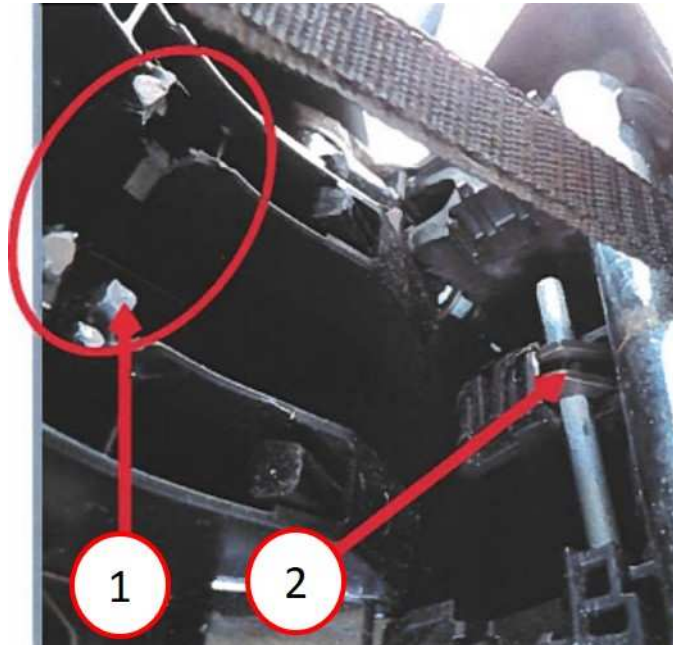


Fig. 2
Deployed AHR Has Failed And Will Not Reset

- 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 (23-20-48-9H) 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)	1RK981DKAA	Premium Cloth Trim Dk. Slate Gray/Lt. Pebble Active Head Restraint (JC Vehicles)
(AR)	1RK98XDVAA	Premium Cloth Trim Dark Slate Gray Active Head Restraint (JC Vehicles)
(AR)	1RL031DKAA	Leather Trim Dk. Slate Gray/Lt. Pebble Beige Active Head Restraint (JC Vehicles)
(AR)	1RL03XDVAA	Leather Trim Dark Slate Gray Active Head Restraint (JC Vehicles)
(AR)	1UK76JR6AA	Premium Cloth Trim Black/Red Active Head Restraint (JC Vehicles)
(AR)	6PB02DW1AA	Leather Trim Black/Pearl Active Head Restraint (JC Vehicles)
(AR)	6PB02GT5AA	Leather Trim Black/Tan Active Head Restraint (JC Vehicles)
(AR)	1UL36DX9AB	Leather Trim Black Active Head Restraint (JC Vehicles)
(AR)	1UK76DX9AB	Premium Cloth Trim Black Active Head Restraint (JC Vehicles)
(AR)	1UK76HL1AB	Premium Cloth Trim Black/Lt. Frost Beige Active Head Restraint (JC Vehicles)
(AR)	1UL36XR4AB	Leather Trim w/Perf Panels Black/Red Active Head Restraint (JC Vehicles)
(AR)	1RK981K7AA	Premium Cloth Trim Pastel Pebble Beige Active Head Restraint (JC Vehicles)
(AR)	1RL03DK7AA	Leather Trim Pastel Pebble Beige Active Head Restraint (JC Vehicles)
(AR)	1US39DX9AB	Premium Cloth Trim Black Active Head Restraint (JS Vehicles)
(AR)	1WN16DX9AB	Premium Cloth Trim Black Active Head Restraint (JS Vehicles)
(AR)	1RX24DX9AA	Leather Trim Black Active Head Restraint (JS Vehicles)

Qty.	Part No.	Description
(AR)	1US39HL1AB	Premium Cloth Trim Black/Lt Frost Beige Active Head Restraint (JS Vehicles)
(AR)	1WN16HL1AB	Premium Cloth Trim Black/Lt Frost Beige Active Head Restraint (JS Vehicles)
(AR)	1RX24HL1AB	Leather Trim Black/Lt Frost Beige Active Head Restraint (JS Vehicles)
(AR)	1WU31DX9AB	Leather Trim S Black Active Head Restraint (JS Vehicles)
(AR)	1RX23XDVAA	Premium Cloth Trim Dark Slate Gray Active Head Restraint (JS Vehicles)
(AR)	1WP13DX9AA	Premium Cloth Trim Black Active Head Restraint (JS Vehicles)
(AR)	1WW54DX9AB	Z-Striped Cloth w/Leather Accents Trim Black Active Head Restraint (JS Vehicles)
(AR)	1RX24XDVAB	Leather Trim Dark Slate Gray Active Head Restraint (JS Vehicles)
(AR)	1RX16HL1AB	Premium Leather Trim Black/Lt Frost Beige Active Head Restraint (JS Vehicles)
(AR)	1WP13HL1AA	Premium Cloth Trim Black/Lt Frost Beige Active Head Restraint (JS Vehicles)
(AR)	1RX16DX9AB	Premium Leather Trim Black Active Head Restraint (JS Vehicles)
(AR)	1WU47DX9AA	Leather Trim S Black Active Head Restraint (JS Vehicles)
(AR)	1WP13DX9AB	Premium Cloth Trim Black Active Head Restraint (JS Vehicles)
(AR)	5QY75DX9AB	Leather Trim Carhartt Black Active Head Restraint (JS Vehicles)
(AR)	1US39JXRAB	Premium Cloth Trim Black/Red Active Head Restraint (JS Vehicles)
(AR)	1RX16DW1AB	Premium Leather Trim Black/Pearl Active Head Restraint (JS Vehicles)
(AR)	1WP13HL1AB	Premium Cloth Trim Black/Lt Frost Beige Active Head Restraint (JS Vehicles)
(AR)	1RX15XDVAA	Premium Cloth Trim Dark Slate Gray Active Head Restraint (JS Vehicles)
(AR)	1RX23ZJ3AA	Premium Cloth Trim Dk Khaki/Lt Graystone Active Head Restraint (JS Vehicles)
(AR)	1WU47DX9AB	Leather S Trim Black Active Head Restraint (JS Vehicles)
(AR)	1RX241D1AA	Leather Trim Dk Slate Gray/Lt Graystone Active Head Restraint (JS Vehicles)
(AR)	1RX16XDVAB	Premium Leather Trim Dark Slate Gray Active Head Restraint (JS Vehicles)

Qty.	Part No.	Description
(AR)	1RX24XT1AB	Leather Trim Med. Pebble Beige/Cream Active Head Restraint (JS Vehicles)
(AR)	1RX161J1AA	Premium Leather Trim Dk Khaki/Lt Graystone Active Head Restraint (JS Vehicles)
(AR)	1RX16XT1AB	Premium Leather Trim Med. Pebble Beige/Cream Active Head Restraint (JS Vehicles)
(AR)	1RX15ZJ3AA	Premium Cloth Trim Dk Khaki/Lt Graystone Active Head Restraint (JS Vehicles)

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.**
- **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-2020-16, Canada SAB 2020-25, International ID-2020-22 and Mexico BG-28-20, for details associated with the warranty extension.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-48-9H	Headrest/Active Headrest (Front Row) - Inspect One or Both (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-48-9J	Headrest/Active Headrest (Front Row) - Replace One (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
23-20-48-9K	Headrest/Active Headrest (Front Row) - Replace Both (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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