



NUMBER: 23-029-20 REV. A

GROUP: 23 - Body

DATE: December 5, 2020

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This bulletin supersedes Technical Service Bulletin (TSB) 23-029-20, date of issue November 16, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and include updated model years and parts table.**

SUBJECT:

Active Head Restraint (AHR) Inadvertent Deployment - X86 Warranty Extension

OVERVIEW:

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

MODELS:

2012 - 2017	(MK)	Jeep Compass/Patriot
2012	(PM)	Dodge Caliber

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

NOTE: This bulletin applies to MK 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) .

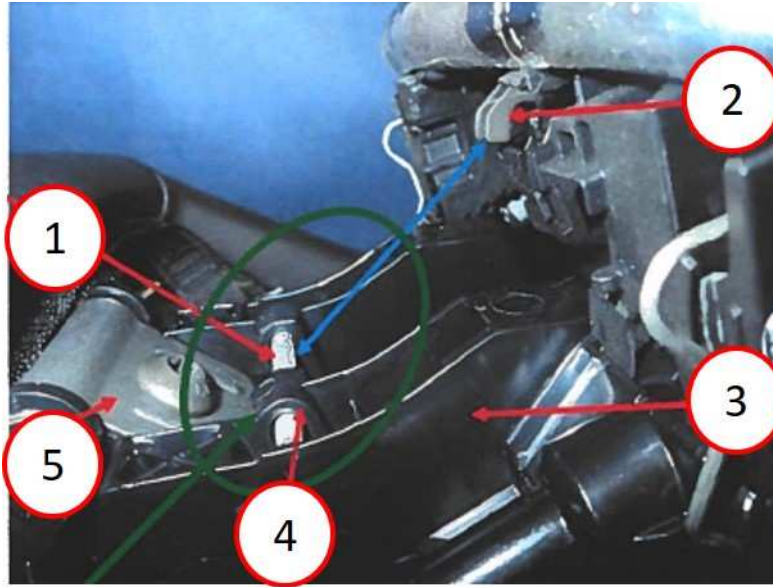


Fig. 1

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
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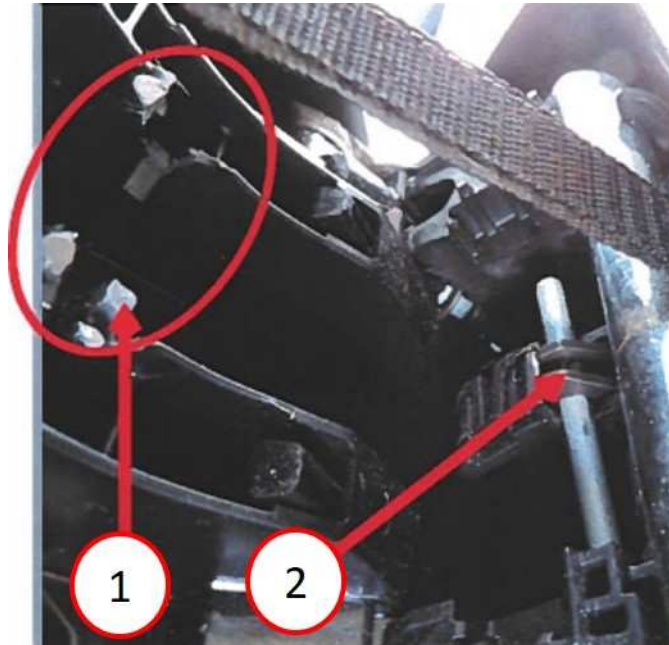


Fig. 2

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 (23-20-48-9E) 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)	5UQ21JTLAC	Leather Trim Dark Slate Gray/Saddle Tan Active Head Restraint (MK Vehicles)
(AR)	1TG00XDVAA	Leather Trim Dark Slate Gray Active Head Restraint (PM Vehicles)
(AR)	5UQ21DK2AC	Leather Trim Dk. Slate Gray/Lt. Pebble Beige Active Head Restraint (MK Vehicles)
(AR)	1TF75BD3AA	Premium Cloth Trim Dark Slate/Medium Graystone Active Head Restraint (PM Vehicles)
(AR)	1RX37XDVAC	Front Vinyl Tech Trim Dark Slate Gray Active Head Restraint (MK Vehicles)
(AR)	6FG94HL1AA	Ombre Mesh Trim Black/Lt Frost Beige Active Head Restraint (MK Vehicles)
(AR)	1RW80DK2AA	Leather Trim Dk. Slate Gray/Lt. Pebble Beige Active Head Restraint (MK Vehicles)
(AR)	1RW80JTLAA	Leather Trim Dark Slate Gray/Saddle Tan Active Head Restraint (MK Vehicles)
(AR)	1UB13DK2AC	Premium Cloth Trim Dk. Slate Gray/Lt. Pebble Beige Active Head Restraint (MK Vehicles)
(AR)	1RW80XDVAA	Leather Trim Dark Slate Gray Active Head Active Head Restraint (MK Vehicles)
(AR)	1TF75XDVAA	Premium Cloth Trim Dark Slate Gray Active Head Restraint (PM Vehicles)
(AR)	5UQ21XDVAC	Leather Trim Dark Slate Gray Active Head Restraint (MK Vehicles)
(AR)	1UB13XDVAC	Premium Cloth Trim Dark Slate Gray Active Head Restraint (MK Vehicles)
(AR)	1RW93XDVAA	Stain Repel Cloth Trim Dark Slate Gray Active Head Restraint (MK Vehicles)
(AR)	6FG94XDVAA	Ombre Mesh Trim Dark Slate Gray Active Head Restraint (MK 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. Cycle the ignition 'OFF' then 'ON', after performing the AHR replacement to ensure there are no DTCs set.

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-2020-18, Canada SAB 2020-27, International ID-2020-24 and Mexico BG-30-20, for details associated with the warranty extension.

TIME ALLOWANCE:

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