



NUMBER: 23-037-20

GROUP: 23 - Body

DATE: December 5, 2020

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This bulletin supersedes Technical Service Bulletin (TSB) 23-030-20, date of issue November 06, 2020, which should be removed from your files. This is a complete revision and no asterisks have been used to highlight revisions.

SUBJECT:

Active Head Restraint (AHR) Inadvertent Deployment - X92 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 (RT) Dodge Caravan/Town & Country

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

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) .

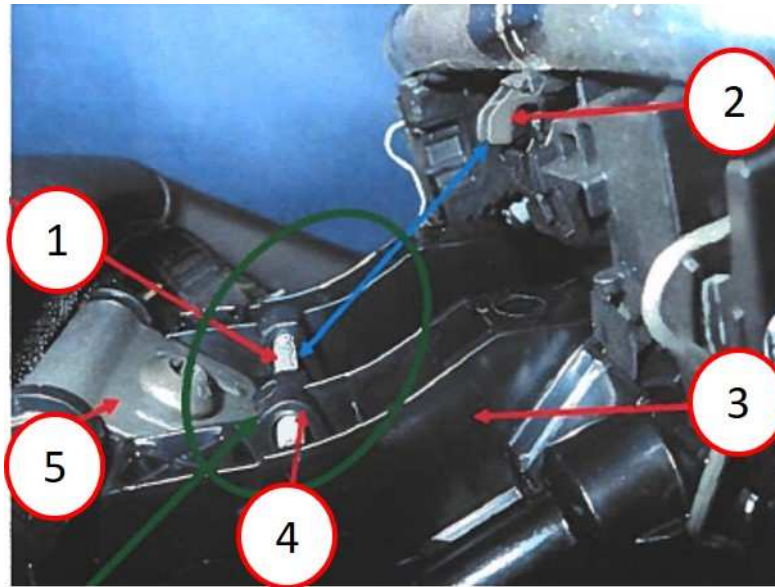


Fig. 1

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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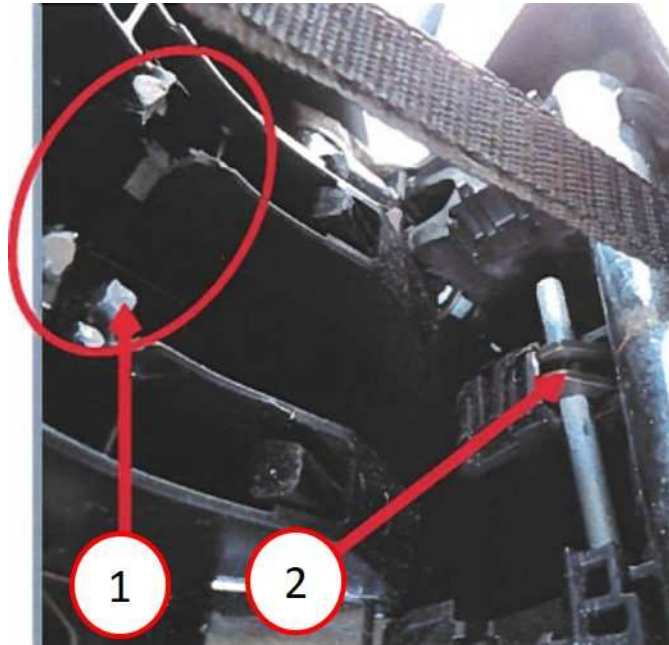


Fig. 2

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 (23-20-48-9B) 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)	1UR72DX9AA	Lux Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1UQ97DX9AB	Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1UR69BD1AA	Cloth Trim Black/Lt Graystone Active Head Restraint
(AR)	1UQ97BD1AB	Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1UR69DX9AA	Cloth Trim Black/Lt Graystone Active Head Restraint
(AR)	1UQ97HL5AB	Leather Trim Dk. Frost Beige/Med. Frost Active Head Restraint
(AR)	1UR72HL5AA	Lux Leather Trim Dk. Frost Beige/Med. Frost Active Head Restraint
(AR)	1UR69HL5AA	Cloth Trim Dk. Frost Beige/Med. Frost Beige Active Head Restraint
(AR)	1UR72BD1AA	Lux Leather Trim Black/Lt Graystone Active Head Restraint

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-20-22, Canada SAB 2020-31, International ID-20-33, Puerto Rico/Virgin Islands ID-20-32 and Mexico BG-37-20, for details associated with the warranty extension.

TIME ALLOWANCE:

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