



NUMBER: 23-018-20 REV. E

GROUP: 23 - Body

DATE: December 5, 2020

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This bulletin supersedes Technical Service Bulletin (TSB) 23-018-20 REV. D, date of issue November 06, 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 - 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:

2012 - 2018	(WK)	Jeep Grand Cherokee
2012 - 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) .

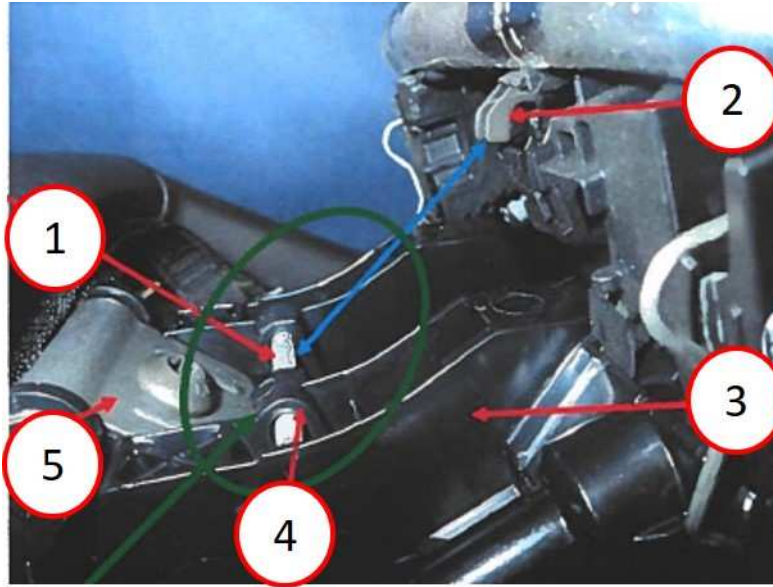


Fig. 1

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
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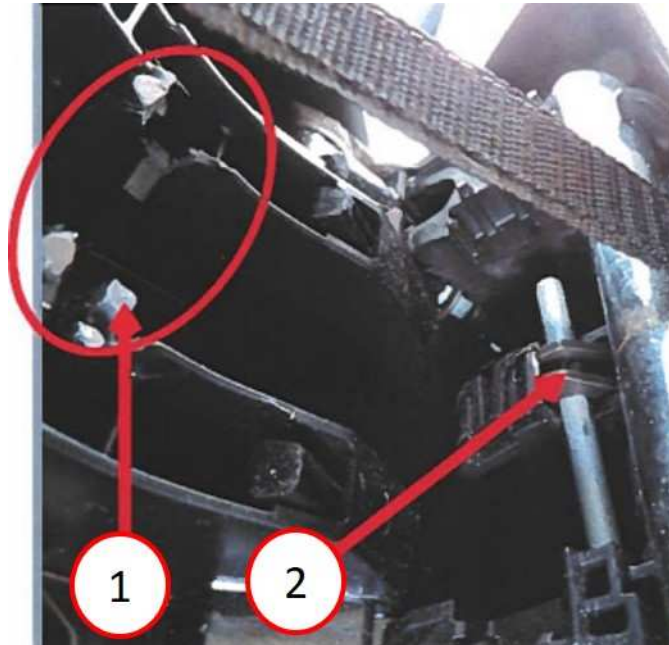


Fig. 2

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 Active Head Restraint (WD and WK Vehicles)
(AR)	5PN14HL1AA	Leather Trim Black/Beige Active Head Restraint (WD and WK Vehicles)
(AR)	5RX96DX9AA	Cloth Trim Black Active Head Restraint (WD Vehicles)
(AR)	5RX96HL1AA	Cloth Trim Black/Beige Active Head Restraint (WD Vehicles)
(AR)	5RX56DX9AA	Cloth Trim Black Active Head Restraint (WD Vehicles)
(AR)	5RX56GT5AA	Cloth Trim Black/Tan Active Head Restraint (WD Vehicles)
(AR)	5RX56HL1AA	Cloth Trim Black/Beige Active Head Restraint (WD Vehicles)
(AR)	5RX56JRRAA	Leather Trim Black/Red Active Head Restraint (WD Vehicles)
(AR)	5PS82DX9AA	Cloth Trim Black Active Head Restraint (WK Vehicles)
(AR)	5PP26DX9AA	Leather Trim w/ Perf Inserts Black Active Head Restraint (WK Vehicles)
(AR)	5PR86DX9AA	Leather Trim w/ Edge Welting Black Active Head Restraint (WK Vehicles)
(AR)	1UP78DX9AA	Cloth Trim Black Active Head Restraint (WD Vehicles)
(AR)	5PR86HL1AA	Leather Trim w/ Edge Welting Brown/Lt. Frost Active Head Restraint (WK Vehicles)
(AR)	5PP26HL1AA	Leather Trim w/Perf Inserts Black/Lt. Frost Active Head Restraint (WK Vehicles)
(AR)	5PR32LU5AA	Leather Trimmed Brown Active Head Restraint (WK Vehicles)
(AR)	1TM21DX9AA	Cloth Trim Black Active Head Restraint (WK Vehicles)
(AR)	5PS82HL1AA	Cloth Black/Lt. Frost Beige Active Head Restraint (WK Vehicles)
(AR)	1UP78BD3AA	Cloth Trim Dk Graystone/Med Graystone Active Head Restraint (WD Vehicles)
(AR)	1UP60DX9AA	Lux Leather Trim Black Active Head Restraint (WD Vehicles)

Qty.	Part No.	Description
(AR)	5PR32LT5AA	Leather Trim Dark Sienna Brown/Black Active Head Restraint (WK Vehicles)
(AR)	1WG79JTLAA	Leather Trim New Saddle/Black Active Head Restraint (WK Vehicles)
(AR)	5PT06LV5AA	High Performance Laguna Leather Trim Black/Sepia WK Active Head Restraint (WK Vehicles)
(AR)	1XM81DX9AA	Leather Trim w/Perf Inserts Black Active Head Restraint (WK Vehicles)
(AR)	6LQ32DX9AA	Trailhawk Trim Black/Ruby Red Active Head Restraint (WK Vehicles)
(AR)	1UN78DX9AA	Leather Trim Black Active Head Restraint (WD and WK Vehicles)
(AR)	5PR32DX9AA	Leather Trim Black Active Head Restraint (WK Vehicles)
(AR)	1UN78BD3AA	Leather Trim Dk Graystone/Med Graystone Active Head Restraint (WD and WK Vehicles)
(AR)	5PR86LC5AA	Leather Trim w/ Edge Welting Indigo Blue/Brown Active Head Restraint (WK Vehicles)
(AR)	5PS80DX9AA	Leather Perf Suede SRT Black Active Head Restraint (WK Vehicles)
(AR)	1WG791X9AA	Leather Trim w/ Edge Welting Black Active Head Restraint (WK Vehicles)
(AR)	1TM21BD3AA	Cloth Trim Dk Graystone/Med Graystone Active Head Restraint (WK Vehicles)
(AR)	1UN78HL1AA	Prem Leather Trim Black/Lt. Frost Beige Active Head Restraint (WK Vehicles)
(AR)	1WG79HL1AA	Leather Trim w/ Edge Welting Dk. Frost Beige/Lt. Frost Beige WK Active Head Restraint (WK Vehicles)
(AR)	1XX10DX9AA	Leather/Perf Suede SRT Black Active Head Restraint (WK Vehicles)
(AR)	1UP60GT5AA	Leather Trim Black/Tan Active Head Restraint (WD Vehicles)
(AR)	1UP60HL1AA	Lux Leather Trim Black/Lt. Frost Beige Active Head Restraint (WD Vehicles)
(AR)	6EZ23DX9AA	Cloth Trim Black Active Head Restraint (WK Vehicles)
(AR)	1XM81HL1AA	Leather Trim w/ Perf Inserts Black/Lt Front Active Head Restraint (WK Vehicles)
(AR)	5XN16DX9AA	SRT Perf. Laguna Leather/Ultrasuede Black/Radar Red Active Head Restraint (WK Vehicles)
(AR)	6CV26YSAAA	Leather/Perf Suede SRT Black Active Head Restraint (WK Vehicles)
(AR)	5LF53DX9AA	Leather w/ Perforated Suede Black Active Head Restraint (WK Vehicles)

Qty.	Part No.	Description
(AR)	6EZ25HL1AA	Leather Trim w/ Perf Inserts Black/Lt. Frost Beige Active Head Restraint (WK Vehicles)
(AR)	6LR08PS4AA	Premium Laguna Leather Indigo/Ski Gray Active Head Restraint (WK Vehicles)
(AR)	6SL99DX9AA	Cloth Trim Black Active Head Restraint (WK Vehicles)
(AR)	5PT06YSAAA	High Perform Laguna Leather Black Active Head Restraint (WK Vehicles)
(AR)	6EZ23HL1AA	Cloth Trim Black/Lt. Frost Beige Active Head Restraint (WK Vehicles)
(AR)	6MJ12DX9AA	Leather Trim Black Active Head Restraint (WD Vehicles)
(AR)	6NE87DX9AA	Laguna Leather Trim Black Active Head Restraint (WK Vehicles)
(AR)	6RZ37SA5AA	Leather Trim Black/Light Grey Active Head Restraint (WK 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.

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. Cycle the ignition OFF and then ON after performing the AHR replacement to ensure there are no DTCs set after the replacement.

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:

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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