



**NUMBER:** 23-039-20

**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 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	(MK)	Jeep Compass/Patriot
2011	(PM)	Dodge Caliber

**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:

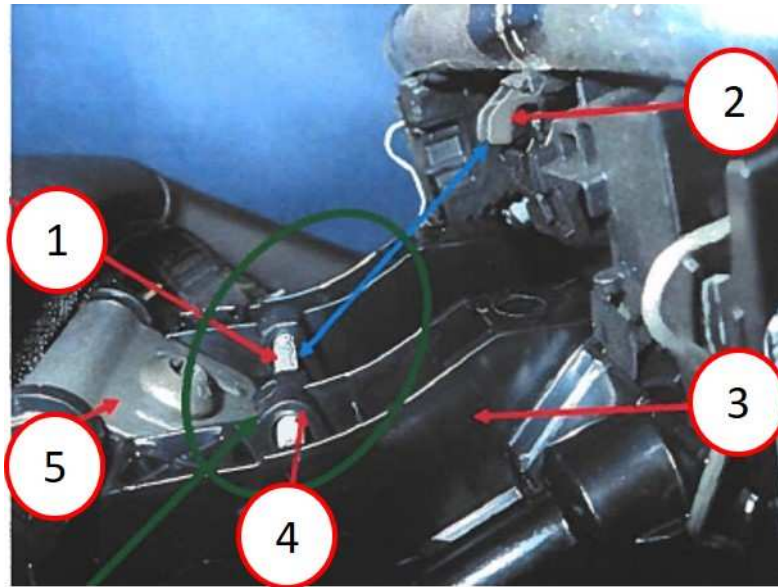
- The AHR is deployed on one or both front seats and will not reset.

***DIAGNOSIS:***

If the customer describes the symptom/condition listed, perform the Inspection Procedure.

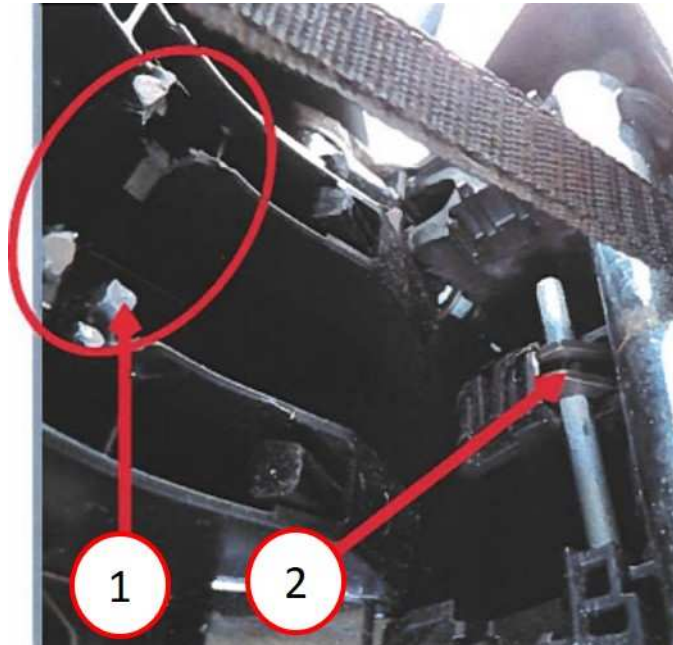
**NOTE: There will be no Diagnostic Trouble Codes (DTCs) with the symptom/condition listed.**

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



**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 (23-20-48-9E) 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)	1RW80DK2AA	Leather Trim Dk. Slate Gray/Lt. Pebble Beige Active Head Restraint <b>(MK Vehicles)</b>
(AR)	1RW80XDVAA	Leather Trim Dark Slate Gray Active Head Restraint <b>(MK Vehicles)</b>
(AR)	1UB13DK2AC	Premium Cloth Trim Dk. Slate Gray/Lt. Pebble Beige Active Head Restraint <b>(MK Vehicles)</b>
(AR)	1UB13XDVAC	Premium Cloth Trim Dark Slate Gray Active Head Restraint <b>(MK Vehicles)</b>
(AR)	1VZ79JTLAA	Premium Leather Trim Dark Slate Gray Active Head Restraint <b>(MK Vehicles)</b>
(AR)	1TF75BD3AA	Premium Cloth Trim Dark Slate/Medium Graystone Active Head Restraint <b>(PM Vehicles)</b>
(AR)	1TF75XBSAA	Premium Cloth Trim Dark Slate Gray Active Head Restraint <b>(PM Vehicles)</b>
(AR)	1TF75XDVAA	Premium Cloth Trim Dark Slate Gray Active Head Restraint <b>(PM Vehicles)</b>
(AR)	1TF75XRSAA	Premium Cloth Trim Dark Slate Gray Active Head Restraint <b>(PM Vehicles)</b>
(AR)	1TG00BD3AA	Leather Trim Dark Slate/Medium Graystone Active Head Restraint <b>(PM Vehicles)</b>
(AR)	1TG00XDVAA	Leather Trim Dark Slate Gray Active Head Restraint <b>(PM 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.**
- **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:**

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

**FAILURE CODE:**

ZZ	Service Action
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