

Technical Service Bulletin (TSB)
First Row Headrest Damaged And/ Or Will Not Adjust

REFERENCE:	TSB: 23-019-23 GROUP 23 - Body	Date:	February 1, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 (WS) Grand Wagoneer/Wagoneer Built on or after June 4, 2021 (MDH0604XX) and on and before July 10, 2022 (MDH0710XX).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA		<input type="checkbox"/> MEA	
		<input type="checkbox"/> SA		<input type="checkbox"/> IAP	
		<input type="checkbox"/> EE		<input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	First Row Headrest Damaged And/ Or Will Not Adjust.				
CAUSE:	<ul style="list-style-type: none"> Inspect for damage and check adjustability of headrest and replace as necessary. 				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-026, date of issue February 1, 2023. All applicable Sold and UnSold RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves inspecting and possibly replacing the first row active headrests.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-20-48-9P	First Row Headrest-Inspect (Active Headrests) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-48-9Q	First Row Headrest - Inspect and Repair - One Side (Active Headrests) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
23-20-48-9R	First Row Headrest - Inspect and Repair - Both Sides (Active Headrests) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
Failure code	ZZ	Service Action	

RELATED TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-13-50-51	Two or More Multiple Seat Bulletin or Concerns At the Same Dealership Visit. (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.

NOTE: The related LOP for multiple inspections can only be claimed one time per updating two or more additional seat concerns for the subject bulletins listed below. The single inspection LOP cannot be used in conjunction with the multiple inspection LOP:

- **First Row Headrest Damaged And/Or Will Not Adjust.**
- **Front Seat Bolster Adjustment Inoperable.**
- **Second Row Headrest Fold Flat Inoperable.**
- **Second Row Middle Seat Belt Does Not Retract.**
- **Third Row Headrest Fold Flat Inoperable.**
- **Third Row Seat Won't Fold Due To Bent Lever.**

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	6TC831A6AG	Head Rest (Wagoneer)	Sales Codes -A6 with SL or UL
1 (AR)	6TC831D4AG	Head Rest (Wagoneer)	Sales Codes -D7 with SL
1 (AR)	6TC831T5AG	Head Rest (Wagoneer)	Sales Codes -T7 with UL
1 (AR)	6TC831X7AG	Head Rest (Wagoneer)	Sales Codes -X7 with SL
1 (AR)	6TC832X7AG	Head Rest (Wagoneer)	Sales Codes -X7 with UL
1 (AR)	6TE591D4AG	Head Rest (Wagoneer)	Sales Codes -D7 with BL
1 (AR)	6TE591X7AG	Head Rest (Wagoneer)	Sales Codes -X7 with BL
1 (AR)	6TC841D4AG	Head Rest (Grand Wagoneer)	Sales Codes: -X7 with BL
1 (AR)	6TC841X7AG	Head Rest (Grand Wagoneer)	Sales Codes: -X7 with AL
1 (AR)	6TW901D4AG	Head Rest (Grand Wagoneer)	Sales Codes: -X7 with BL
1 (AR)	6TW901X7AG	Head Rest (Grand Wagoneer)	Sales Codes: -X7 with GL

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RSU VIN list, perform the Inspection Procedure. **This RSU applies only to vehicles on the RSU VIN list.**

1. Is the vehicle on the VIN list?

- YES>>>Proceed to [Step 2](#).
- NO>>>This bulletin does not apply. Normal diagnosis should be performed.

2. Is the vehicle a Grand Wagoneer?

- YES>>> Proceed to [Step 3](#).
- NO>>> Proceed to [Step 4](#).

3. Verify the functionality of the headrests: (Grand Wagoneer).

- Press the fore/aft and up/down buttons on door to operate the power headrest. Verify uninterrupted movement and distances ([Fig. 1](#))



Fig. 1
Power Headrest

- Check movement and function of comfort wings. Verify uninterrupted movement and distances. (Fig. 2) .



Fig. 2
Comfort Wings Movement

- Inspect headrest for knicks/cuts/damage or separation (Fig. 3) .



Fig. 3
Inspect Headrest

- Inspect headrest gap tolerances using a feeler gauge (Fig. 4) (Fig. 5) .

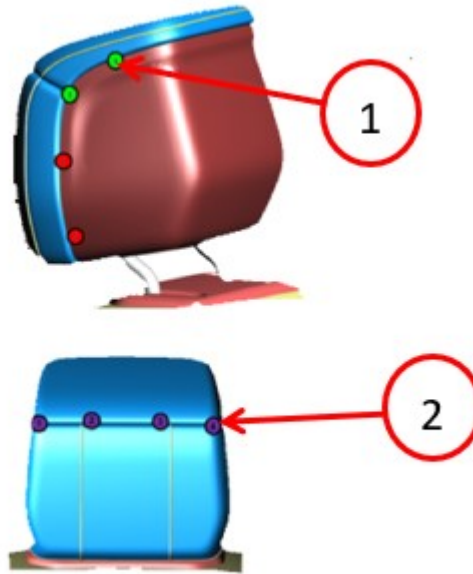


Fig. 4
Headrest Closed Gap Specs

- 1 - Bezel to Headrest A/A Gap: Net + 0 mm
 - 2 - Headrest Upper To Front U/D Gap: Net + 0 mm
-

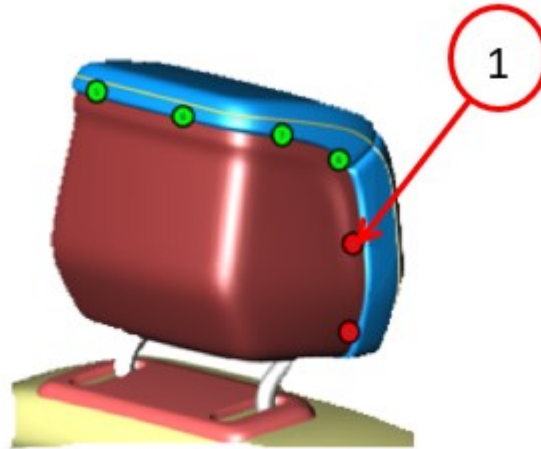


Fig. 5
Bezel To Headrest After Actuation

- 1 - Bezel To Headrest After Wing Actuation A/A Gap < 7 mm
-

4. Verify the functionality of the headrests: (Wagoneer).

- Press button on manual headrest. Verify the button doesn't stick or movement obstructed (Fig. 6) .



Fig. 6
Manual Headrest Button

- Check function of headrest up/down operation. Verify distances and uninterrupted movement (Fig. 7) .



Fig. 7
Manual Headrest Up/Down Movement

- Check function of headrest fore/aft operation. Verify distances and uninterrupted movement (Fig. 8) .



Fig. 8
Manual Headrest Fore/Aft Movement

- Inspect headrest for knicks/cuts/damage or separation (Fig. 9) .



Fig. 9
Inspect Headrest

- Inspect headrest gap tolerances using a feeler gauge (Fig. 10) (Fig. 11) .

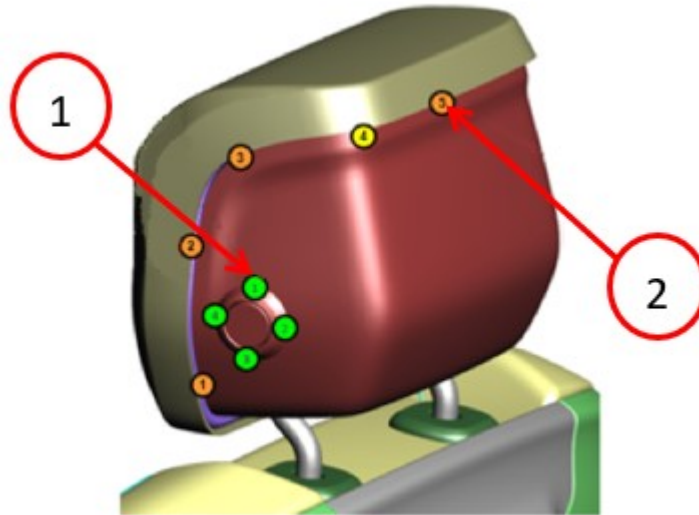


Fig. 10
Headrest Button And Bezel Gap Specs

- 1 - Button Bezel To Headrest A/A Gap: Net + 0.5 mm
2 - Bezel To Headrest A/A Gap: Net + 0 mm
-

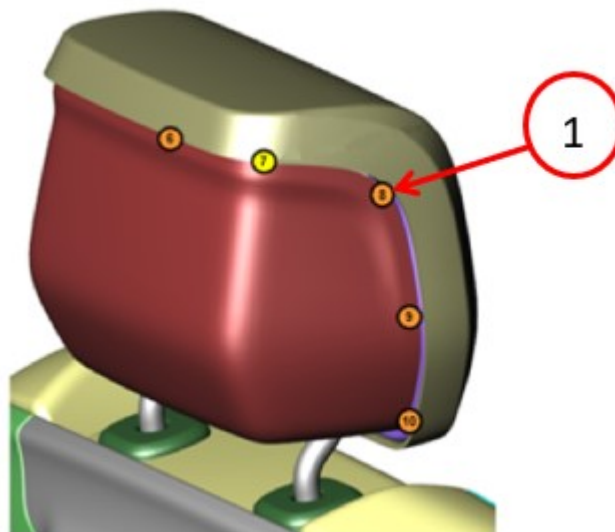


Fig. 11
Bezel To Headrest

- 1 - Bezel To Headrest A/A Gap: Net + 0.25 mm
-

5. Are there any of the imperfections listed above?
- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin is complete. Use inspect LOP (23-20-48-9P) to close this active RSU. If only performing this RSU to close the active RSU. If performing multiple RSUs for seat issues use related inspect LOP (23-13-50-51).

REPAIR PROCEDURE:

1. Replace the headrests. Refer to the detailed procedures listed in DealerCONNECT>Service Library under: 23 - Body / Seats, Front / Headrest, Front / Removal and Installation.
2. Does the headrest operate properly?
 - YES>>> This bulletin has been completed, use LOP (23-20-48-9Q) for one headrest or (23-20-48-9R) for both headrests.
 - NO>>> Further normal seat diagnosis may be necessary.
3. Verify any other customer seat concerns with the latest available bulletins. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the seat concerns.

POLICY:

Reimbursable within the provisions of the warranty.

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