

Technical Service Bulletin (TSB)  
Trim Panel on the Back of the Front Seats is Warped

<b>REFERENCE:</b>	<b>TSB:</b> 23-043-23 <b>GROUP</b> 23 - Body	<b>Date:</b>	April 7, 2023	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	<b>2022 - 2023 (WD) Dodge Durango</b> This bulletin applies to vehicles built on or after May 17, 2022 (MDH 0517XX) and on or before October 24, 2022 (MDH 1024XX).	<b>MARKET APPLICABILITY:</b>			
		<input checked="" type="checkbox"/> NA	<input type="checkbox"/> CH		
		<input checked="" type="checkbox"/> EE	<input type="checkbox"/> IAP		
		<input checked="" type="checkbox"/> SA	<input checked="" type="checkbox"/> MEA		
<b>CUSTOMER SYMPTOM:</b>	The trim panel on the back of one, or both, front seats is warped.				
<b>CAUSE:</b>	Clips not being fully engaged.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-103, date of issue April 07, 2023. All applicable 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 one, or both, front seat back panels.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-20-34-99	Panel, Seat Back - Inspect Both Front Seat Panels (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-34-9A	Panel, Seat Back - Inspect and Replace <b>One Side</b> (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-20-34-9B	Panel, Seat Back - Inspect and Replace <b>Both Sides</b> (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	ZZ	Service Action	

**SPARE PARTS:**

Qty	Part No.	Description	Notes
1 (AR)	1UP04DX9AC	Panel, Front Seat Back	Passenger Side - for vehicles <b>With</b> front fold for passenger (+CDW FRT Pass Forward Fold Flat Seat)
(AR)	1UP05DX9AC	Panel, Front Seat Back	Driver Side OR Passenger Side - for vehicles <b>Without</b> front fold for passenger (-CDW FRT Pass Forward Fold Flat Seat)

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Inspection Procedure.

1. Visually inspect both front seat back panels for a warpage (Fig. 1) .



**Fig. 1**  
**Warped Front Seat Back Panel**

2. Were one, or both, front seat back panels warped (Fig. 1) ?
  - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
  - NO>>> This bulletin has been completed. Use inspect LOP (23-20-34-99) to close the active RSU.

**REPAIR PROCEDURE:**

**NOTE: If replacing the passenger side seat back, read the Spare Parts table Notes section carefully, to ensure the correct passenger seat back is ordered.**

1. Replace the front seat back panels as required. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: Service Info> 23 - Body / Seats / Panel, Seat Back, Front / Removal / Installation.

**POLICY:**

Reimbursable within the provisions of the warranty.

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