

## Technical Service Bulletin (TSB) Chirp Noise From Third Row Seat Headrest

<b>REFERENCE:</b>	<b>TSB:</b> 23-069-23 <b>GROUP</b> 23 - Body	<b>Date:</b>	June 15, 2023	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	2022 - 2023 (WD) Dodge Durango This bulletin applies to vehicles built on or after July 29, 2022 (MDH 0729XX) and on and before March 23, 2023 (MDH 0323XX).		<b>MARKET APPLICABILITY:</b>		
			<input checked="" type="checkbox"/> NA	<input checked="" type="checkbox"/> MEA	
			<input checked="" type="checkbox"/> SA	<input type="checkbox"/> IAP	
			<input checked="" type="checkbox"/> EE	<input type="checkbox"/> CH	
<b>CUSTOMER SYMPTOM:</b>	Chirp noise from third row seat headrest.				
<b>CAUSE:</b>	Grease not applied to the correct area.				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-171, date of issue June 15, 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 adding grease to the third row seats headrests.

### CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-13-25-91	Third Row Headrests - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
23-13-25-92	Third Row Headrests - Inspect and Repair (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	ZZ	Service Action	

### SPARE PARTS:

Qty	Part No.	Description	Notes
(AR)	05083150AA	Mopar Multi-purpose Grease	

### 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.

**NOTE: Both third row seat backs must be inspected for this Inspection Procedure.**

1. Open the liftgate.
2. Ensure the third row seat back is in the upright locked position (Fig. 1) .



**Fig. 1**  
**Third Row Seat Assembly**

3. Ensure headrest is in the upright locked position (Fig. 1) .
4. Using fist, pound on the back of the headrest a minimum of five times (Fig. 2) .



**Fig. 2**  
**Headrest Checks**

5. Using fist, pound on the side of the headrest a minimum of five times (Fig. 2) .
6. Was a chirp noise heard from either third row seat headrest (Fig. 2) ?
  - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
  - NO>>> This bulletin has been completed, close the liftgate. Use inspect LOP (23-13-25-91) to close the active RSU.

**SPECIAL TOOLS/EQUIPMENT:**

Description	Ref. No.	Notes
Grease Gun	NPN	

**REPAIR PROCEDURE:**

1. Fold the headrest down.
2. Using a hand, raise the headrest until you feel resistance and hold the headrest in place (Fig. 3) .



**Fig. 3**  
**Raising The Headrest**

**NOTE: Care must be taken to ensure grease does not touch seat surfaces.**

3. Pulling open the seat trim opening (Fig. 4) and using a grease gun or equivalent, locate the mechanical pin (Fig. 4) and add grease to the pin (Fig. 5) .



**Fig. 4**  
**Mechanical Pin**



**Fig. 5**  
**Grease Added To Mechanical Pin**

4. Raise the headrest to the upright locked position.
5. Pound on the back of the headrest to verify chirp noise is gone (Fig. 2) . Repeat steps Step 1 through Step 4 if noise is still present.
6. Close the liftgate.

**POLICY:**

Reimbursable within the provisions of the warranty.

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