

Technical Service Bulletin (TSB)
Easy Entry Bezel Disengages From Bracket

REFERENCE:	TSB: 23-016-26 GROUP: 23 - Body	Date:	May 5, 2026	REVISION:	—
VEHICLES AFFECTED:	2024 - 2026 (LB) Dodge Charger This bulletin applies to vehicles built on or after November 04, 2025 (MDH 1104XX) and on or before November 21, 2025 (MDH 1121XX) equipped with Low Back Bucket Seats (Sales Code CAC).			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 NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none"> The Easy Entry (EZE) bezel disengages from the seat back trim when the strap is pulled. 				
CAUSE:	Insufficient retention of bezel in seat back				

REPAIR SUMMARY:

This bulletin involves replacing the EZE strap bezel and bracket.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
23-13-10-95	EZE Strap Bezel And Bracket - Replace (One Side) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
23-13-10-96	EZE Strap Bezel And Bracket - Replace (Both Sides) (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
Failure Code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1	7JX69TX7AD	Bezel, Seatback (EZ Entry)	Left
1	7JX71TX7AD	Bezel, Seatback (EZ Entry)	Right
1	68689021AC	Bracket, Seat (EZ Entry)	Left
1	68689020AC	Bracket, Seat (EZ Entry)	Right

DIAGNOSIS:

If the customer describes the symptom/condition above, perform the repair procedure.

REPAIR PROCEDURE:

NOTE: Instructions are the same for either side front seat.

1. Push bezel forward, rotate down and pull out [Fig. 1](#).



Fig. 1
Bezel

2. Pull the strap out of the bezel [Fig. 2](#).



Fig. 2
Strap From Bezel

3. Remove bungee from under seat (2 places) [Fig. 3](#).



Fig. 3
Underseat Bungee

4. Separate the J-strap [Fig. 4](#).



Fig. 4
J-Strap

5. Un-zip trim on both sides [Fig. 5](#).



Fig. 5
Trim Zippers

6. Route the strap out of the seat trim [Fig. 6](#).



Fig. 6
Strap From Seat Trim

7. Remove strap out of the easy entry metal bracket [Fig. 7](#).



Fig. 7
Strap From Bracket

8. Remove cable end fitting from the frame [Fig. 8](#).



Fig. 8
Cable End From Frame

9. Cable removed from bracket [Fig. 9](#).



Fig. 9
Cable From Bracket

10. Remove first bracket screw [Fig. 10](#).



Fig. 10
Screw Removal

11. Remove second bracket screw [Fig. 11](#).



Fig. 11
Screw Removal

12. Remove third bracket screw [Fig. 12](#).



Fig. 12
Screw Removal

13. Remove bracket from frame [Fig. 13](#).



Fig. 13
Bracket Removed

14. Install new bracket and reverse process to reassemble [Fig. 14](#).



Fig. 14
Reassembled Seat

15. Place the hook side of the bezel in the bracket slot [Fig. 15](#).

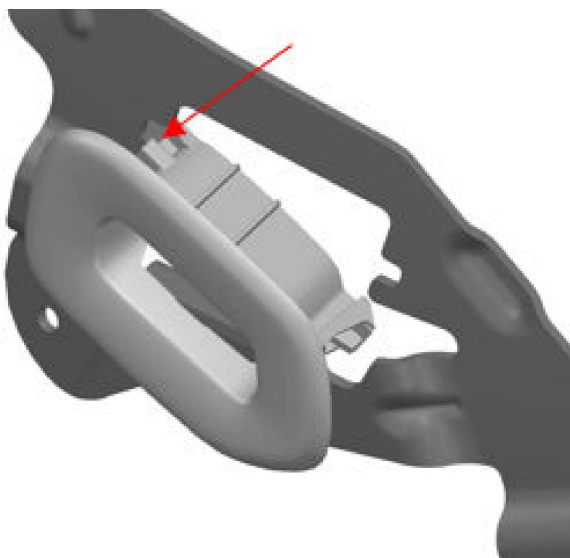


Fig. 15
Hook Side In Bracket Slot

16. Rotate snap side thru opening and push foam to get bezel mount to snap under the bracket [Fig. 16](#).

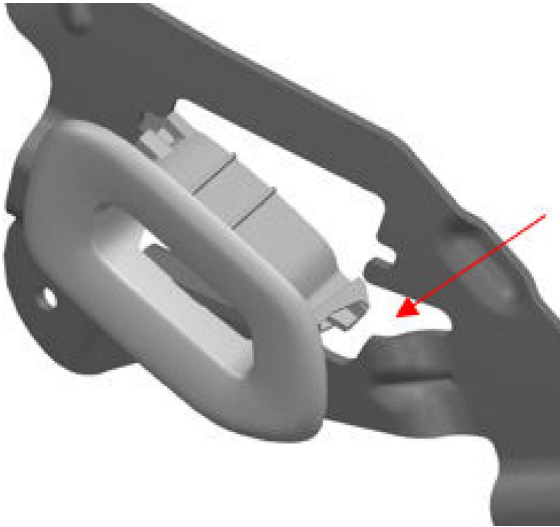


Fig. 16
Bezel Mount

17. Bezel in installed position [Fig. 17](#).

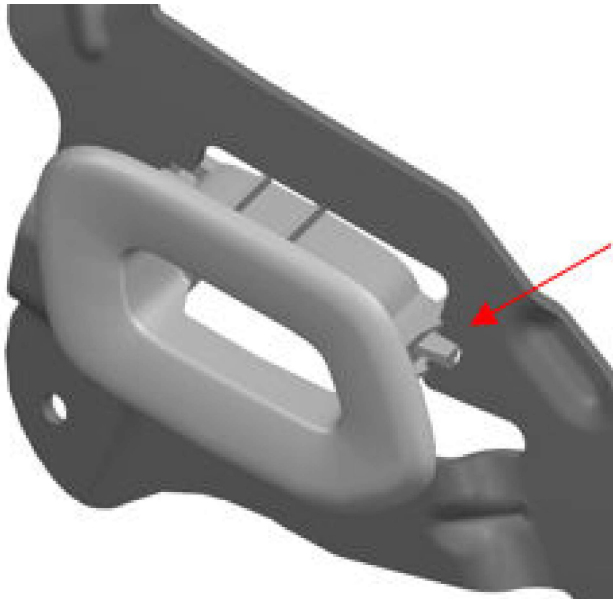


Fig. 17
Bezel Top Side

18. Bezel in installed position [Fig. 18](#).

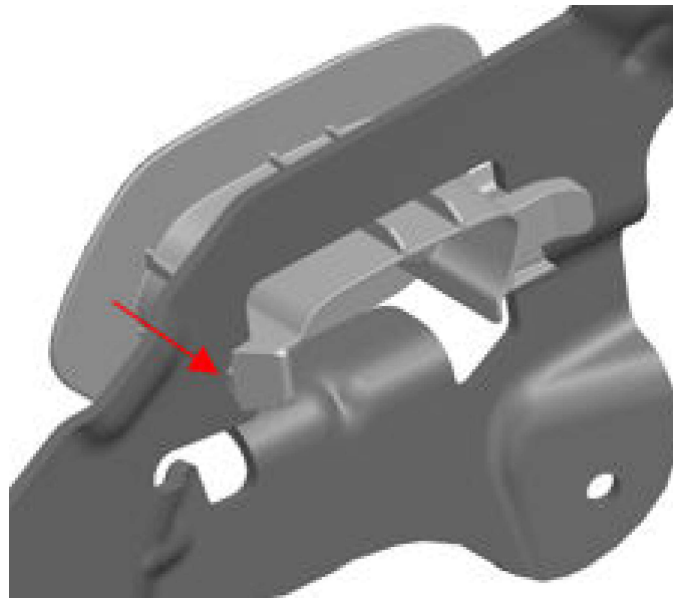


Fig. 18
Bezel Bottom Side

19. To verify the strap and bezel are installed correctly, pull the strap to ensure the bezel does not come out.
Please pull strap in all directions, inboard, outboard, down, and up.

20. Down [Fig. 19](#).

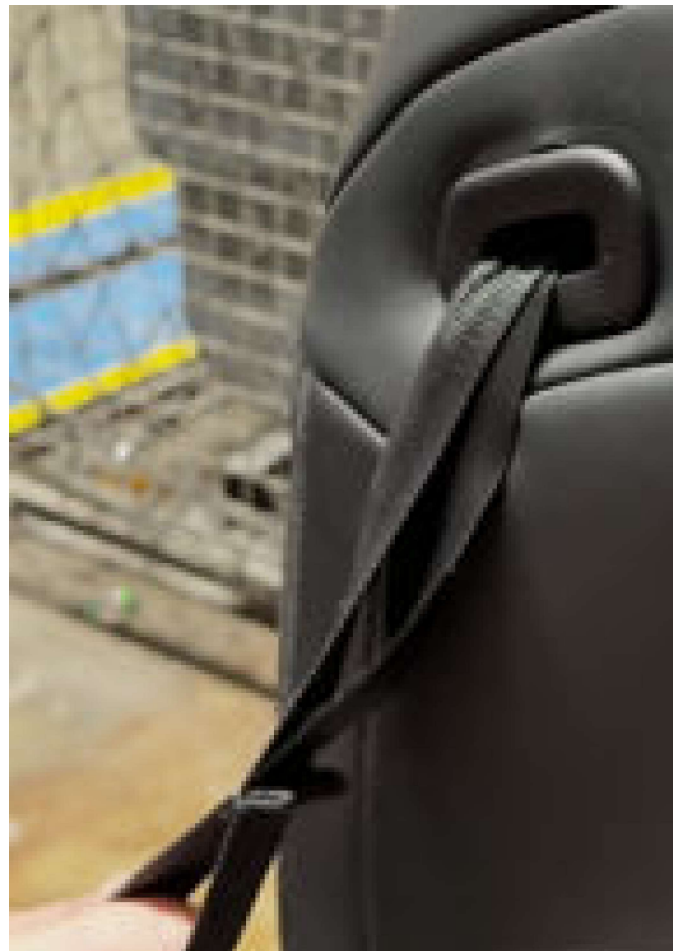


Fig. 19
Downward Pull

Rearward [Fig. 20](#).



Fig. 20
Rearward Pull

Outboard [Fig. 21](#).



Fig. 21
Outward Pull

Inboard [Fig. 22](#).



Fig. 22
Inboard Pull

Up [Fig. 23](#).



Fig. 23
Upward Pull

POLICY:

Reimbursable within the provisions of the warranty.

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