



**NUMBER:** 23-030-20 REV. A

**GROUP:** 23 - Body

**DATE:** December 5, 2020

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**This bulletin supersedes Technical Service Bulletin (TSB) 23-030-20, date of issue November 06, 2020, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include updated model years and parts table.**

***SUBJECT:***

Active Head Restraint (AHR) Inadvertent Deployment - X87 Warranty Extension

***OVERVIEW:***

This bulletin involves inspecting the sled bracket striker pin and possibly replacing a front seat AHR that has inadvertently deployed.

***MODELS:***

**\*\*2012 - 2017\*\*** (RT) Dodge Caravan/Town & Country

**NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.**

**NOTE: This bulletin applies to vehicles built on or before September 01, 2017 (MDH 0901XX).**

***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) .

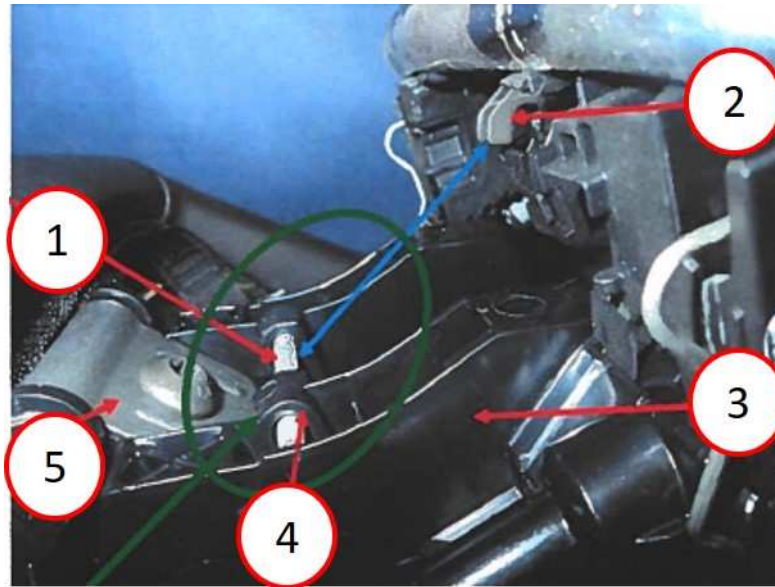


Fig. 1

**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

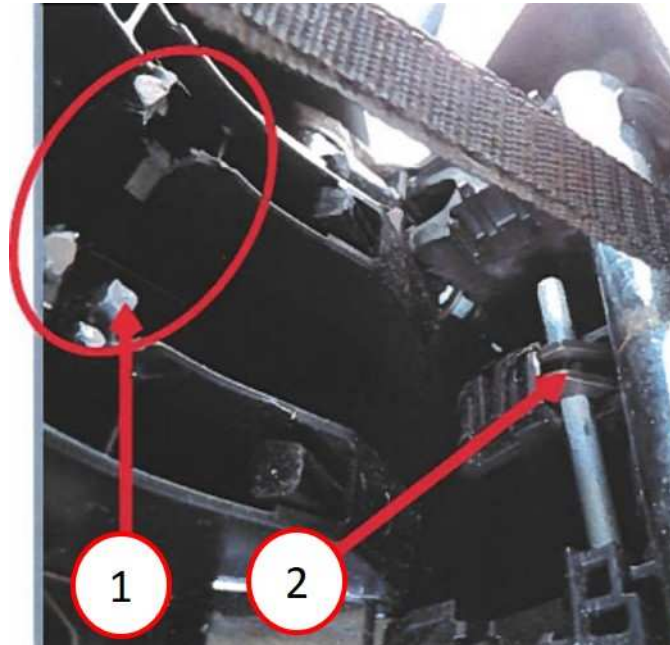


Fig. 2

**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 (23-20-48-9B) 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)	1UR72DX9AA	Lux Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1UQ97DX9AB	Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1UR69BD1AA	Cloth Trim Black/Lt Graystone Active Head Restraint
(AR)	1UQ97BD1AB	Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1UR69DX9AA	Cloth Trim Black/Lt Graystone Active Head Restraint
(AR)	1UQ97HL5AA	Leather Trim Dk. Frost Beige/Med. Frost Beige Active Head Restraint
(AR)	1UQ97HL5AB	Leather Trim Dk. Frost Beige/Med. Frost Beige Active Head Restraint
(AR)	1UR69LTUAA	Cloth Trim Black/Sandstorm Active Head Restraint
(AR)	5SU31DX9AA	Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1UR72HL5AA	Lux Leather Trim Dk. Frost Beige/Med. Frost Beige Active Head Restraint
(AR)	1UR69HL5AA	Cloth Trim Dk. Frost Beige/Med. Frost Beige Active Head Restraint
(AR)	1XH32DX9AA	35th Anniversary Leather Trim w/ Logo Black Active Head Restraint
(AR)	1UR72BD1AA	Lux Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	6NT41DX9AB	Cloth Trim Black/Lt Graystone Active Head Restraint
(AR)	1YJ47DX9AA	Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1XH31DX9AA	Lux Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1YJ47HL9AA	Leather Trim Dk. Frost Beige/Med. Frost Beige Active Head Restraint
(AR)	1XH32BD1AA	Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1XH31BD1AA	Lux Leather Trim Black/Lt Graystone Active Head Restraint
(AR)	1XH30DX9AA	Cloth Trim Black/Lt Graystone Active Head Restraint
(AR)	6NT41BD1AB	Cloth Trim Black/Lt Graystone Active Head Restraint**

**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-2020-19, Canada SAB 2020-28, Mexico BG-34-20 and International ID-2020-25, for details associated with the warranty extension.

**TIME ALLOWANCE:**

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