



**NUMBER:** 23-038-20

**GROUP:** 23 - Body

**DATE:** December 5, 2020

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**This bulletin supersedes Technical Service Bulletin (TSB) 23-027-20, date of issue November 06, 2020, which should be removed from your files. This is a complete revision and no asterisks have been used to highlight revisions.**

**SUBJECT:**

Active Head Restraint (AHR) Inadvertent Deployment - X91 Warranty Extension

**OVERVIEW:**

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

**MODELS:**

2010	(JC)	Dodge Journey
2010	(JS)	Chrysler Sebring/Avenger/Sebring Convertible

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

**SYMPTOM/CONDITION:**

Customers may comment on the following:

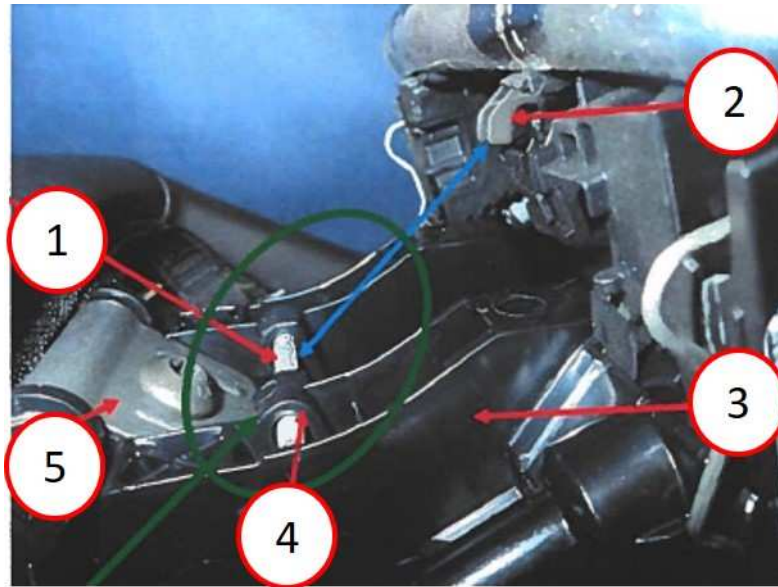
- The AHR is deployed on one or both front seats and will not reset.

**DIAGNOSIS:**

If the customer describes the symptom/condition listed, perform the Inspection Procedure.

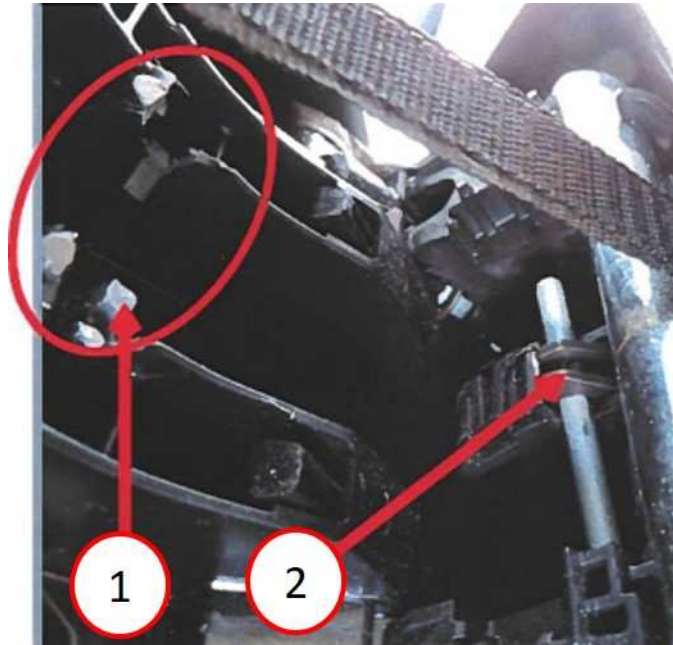
**NOTE: There will be no Diagnostic Trouble Codes (DTCs) with the symptom/condition listed.**

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 (23-20-48-9H) 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)	1RK981DKAA	Premium Cloth Trim Dk. Slate Gray/Lt. Pebble Beige Active Head Restraint <b>(JC Vehicles)</b>
(AR)	1RK98XDVAA	Premium Cloth Trim Dark Slate Gray Active Head Restraint <b>(JC Vehicles)</b>
(AR)	1RL031DKAA	Leather Trim Dk. Slate Gray/Lt. Pebble Beige Active Head Restraint <b>(JC Vehicles)</b>
(AR)	1RL03XDVAA	Leather Trim Dark Slate Gray Active Head Restraint <b>(JC Vehicles)</b>
(AR)	1RK981K7AA	Premium Cloth Trim Pastel Pebble Beige Active Head Restraint <b>(JC Vehicles)</b>
(AR)	1RL03DK7AA	Leather Trim Pastel Pebble Beige Active Head Restraint <b>(JC Vehicles)</b>
(AR)	1RX23XDVAA	Premium Cloth Trim Dark Slate Gray Active Head Restraint <b>(JS Vehicles)</b>
(AR)	1RX24XDVAB	Leather Trim Dark Slate Gray Active Head Restraint <b>(JS Vehicles)</b>
(AR)	1RX15XDVAA	Premium Cloth Trim Dark Slate Gray Active Head Restraint <b>(JS Vehicles)</b>
(AR)	1RX23ZJ3AA	Premium Cloth Trim Dk Khaki/Lt Graystone Active Head Restraint <b>(JS Vehicles)</b>
(AR)	1RX241D1AA	Leather Trim Dk Slate Gray/Lt Graystone Active Head Restraint <b>(JS Vehicles)</b>
(AR)	1RX16XDVAB	Premium Leather Trim Dark Slate Gray Active Head Restraint <b>(JS Vehicles)</b>

Qty.	Part No.	Description
(AR)	1RX24XT1AB	Leather Trim Med. Pebble Beige/Cream Active Head Restraint <b>(JS Vehicles)</b>
(AR)	1RX161J1AA	Premium Leather Trim Dk Khaki/Lt Graystone Active Head Restraint <b>(JS Vehicles)</b>
(AR)	1RX16XT1AB	Premium Leather Trim Med. Pebble Beige/Cream Active Head Restraint <b>(JS Vehicles)</b>
(AR)	1RX15ZJ3AA	Premium Cloth Trim Dk Khaki/Lt Graystone Active Head Restraint <b>(JS Vehicles)</b>

**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-20-21, Canada SAB 2020-30, International ID-20-31 and Mexico BG-36-20, for details associated with the warranty extension.

**TIME ALLOWANCE:**

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