

NUMBER: 23-031-13
GROUP: Body
DATE: August 29, 2013

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SUBJECT:
Second Row Headrest Creak And/Or Squeak

OVERVIEW:
This bulletin involves inspecting and if necessary replacing the second row left and right headrest mechanism.

MODELS:

2013	WD	Durango
2013	WK	Grand Cherokee

NOTE: This bulletin applies to vehicles built after August 20, 2012 (MDH0820XX) and before October 25, 2012 (MDH1025XX).

SYMPTOM/CONDITION:
Second row headrest creak and/or squeak.

DIAGNOSIS:
If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
2 (AR)	68086211AA	Mechanism, Headrest (WK Only)
2 (AR)	68100726AA	Mechanism, Headrest (WD Only)

REPAIR PROCEDURE:

1. Push on the left and then right side of the 2nd row upper seat back just under the headrest as shown in (Fig. 1). Did a metal to metal squeak sound occur?
 - a. Yes>>> Proceed to Step #2.
 - b. No>>> This bulletin does not apply, continue further diagnosis.

NOTE: On 2nd row bench seats, only the left and right headrest mechanism are suspect. The center headrest mechanism is not suspect.



Fig. 1 Inspection

1 - Seat Back Cover

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2. Remove the 2nd row seat back cover. Refer to the detailed service procedures available in: DealerConnect> TechCONNECT under: Service Info> 23-Body> Seats> COVER, Seat Back, 2nd Row> Removal.

NOTE: If this vehicle is equipped with a 2nd row bench seat and the 60% seat back cover requires removal, the center armrest must be removed.

3. Remove the bolts shown in (Fig. 2) and discard the headrest mechanism.

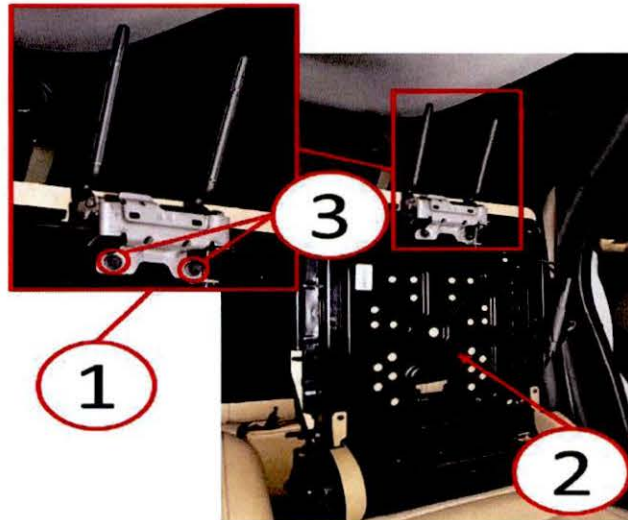


Fig. 2 Headrest Mechanism

- 1 - Headrest Mechanism
- 2 - Seat Back Frame
- 3 - Bolts

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4. Install the new headrest mechanism and torque the bolts shown in (Fig. 3) to 21N·m (15 ft. lbs.).

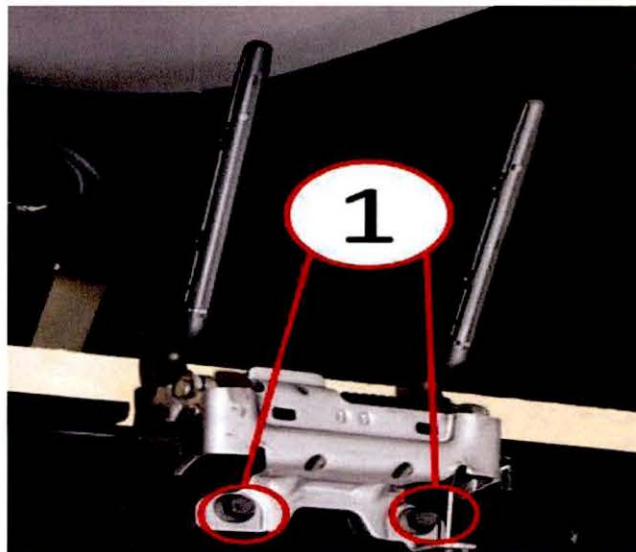


Fig. 3 Headrest Mechanism

- 1 - Torque to 21 N·m (15 ft. lbs.)
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5. Install the seat back cover. Refer to the detailed Refer to the detailed service procedures available in: DealerConnect> TechCONNECT under: Service Info> 23-Body> Seats> COVER, Seat Back, 2nd Row> Installation.

NOTE: If this vehicle is equipped with a 2nd row bench seat and the 60% seat back cover requires installation, the seat cover must be installed prior to the center armrest.

6. Return the vehicle to the customer.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-20-52-90	Inspect the 2nd row left and right headrest mechanisms only (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.2 Hrs.
23-20-52-91	Inspect the 2nd row left and right headrest mechanisms and replace one side (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.8 Hrs.
23-20-52-92	Inspect the 2nd row left and right headrest mechanisms and replace both sides(1 - Semi-Skilled)	6 - Electrical And Body Systems	1.3 Hrs.
23-20-52-93	Inspect the 2nd row left and right headrest mechanisms and replace one 60% seat headrest mechanism (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.9 Hrs.
23-20-52-94	Inspect the 2nd row left and right headrest mechanisms and replace one 60% seat and 40% seat headrest mechanisms (1 - Semi-Skilled)	6 - Electrical And Body Systems	1.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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