



**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***

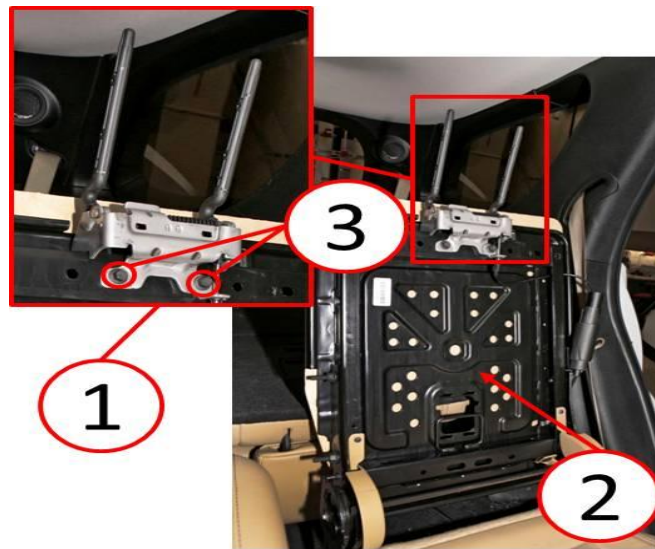
1 - Seat Back Cover

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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.**

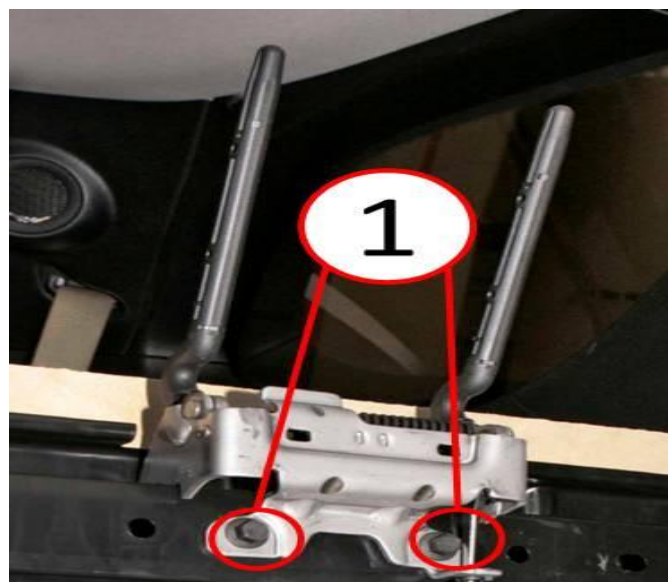
3. Remove the bolts shown in (Fig. 2) and discard the headrest mechanism.



**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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