

	GROUP <b>Body</b>	MODEL <b>2014MY Sorento (XMa)</b>
	NUMBER <b>PS262</b>	DATE <b>February 2013</b>



## TECHNICAL OPERATIONS

**SUBJECT: RATTLE NOISE FROM 2<sup>ND</sup> ROW SEAT HEADRESTS**

This article provides information regarding a potential rattle noise concern from the 2<sup>nd</sup> Row seat headrests on some Sorento (XMa) vehicles. This concern is most commonly heard while traveling over uneven road surfaces and should be diagnosed and corrected during the Pre-Delivery Inspection (PDI), before performing the test drive.

Inspect the 2<sup>nd</sup> Row seat headrests for sufficient resistance when lowering them from the highest to the lowest position. When depressing the release button (Fig. 1), the headrests should not lower without some downward pressure being applied to them. If the headrests drop down under their own weight, there is insufficient tension between the headrest posts and the guides within the seat back.

Perform the following procedure on all three 2<sup>nd</sup> row seat headrests, as needed. Remove the headrests from the seatback and apply moderate pressure to the headrest posts to deflect them outward slightly (Fig. 2). The repositioning of the posts will prevent movement and rattling noises over uneven road surfaces. Re-install the headrests and check for proper resistance when lowering them into the seatback. Confirm that no noises are heard from the 2<sup>nd</sup> row seat headrests during the PDI test drive.

