



SUBJECT**Front Crash-Active Headrest Has Limited Height Adjustment****MODEL**

F06

F12

F13

SITUATION

The front headrest maximum height adjustment is limited.

This is a normal characteristic of the seat equipped on these models. This service information will explain why and how this is necessary on these vehicles.

Example: A 6'3" male adjusts his driver's seat all the way back; the seat base is lowered and the headrest is fully raised. His spouse, who is 5' 2", wants to use the car and enters the vehicle to reposition the seat. As she moves the seat all the way forward and raises the seat base, she notices the seat's forward movement stops briefly, and then the headrest automatically begins to lower slightly. After the headrest stops, she can continue to move the seat forward until the next time it stops; then the headrest lowers once again. The customer states this happens whether she uses her seat memory button or the manual seat switches.

CAUSE

Normal characteristics of the headrest safety design

The headrest's upper travel is limited to provide the proper clearance to the roof panel and the sun visor, at any seat position, in the event of an accident.

Note: Replacing any headrest or headrest drive for this design feature will not change the characteristic of this feature.

INFORMATION

This bulletin will help you understand the features of the crash-active headrest and explain the benefits to your customers and center staff.

1. Learn the safety features and operation of the front seat and crash-active headrest.



Photos A and B: In the event of an accident, the rear passenger must be able to move the front seatback forward, regardless of the seat position. This allows the rear passenger an easy exit from the rear seat of the vehicle, even if the electrical power source is no longer available.

- When the seatback is manually moved, the headrest must have free movement throughout the full range of the seatback.



Photos C and D: The headrest and seatback must be able to move fore and aft without contacting the roof or sun visor, regardless of seat position. The headrest height will automatically adjust to maintain this clearance, regardless of seat position.

- In case of an accident, the crash-active headrest will be automatically activated forward to reduce the distance between the occupant's head and the headrest. This results in increased safety for the occupant.



Photo E shows the headrest in the normal position.

Photo F shows the headrest in the “active” position and will not contact the roof.

Note: The headrest’s chrome bar supports can be seen.

WARRANTY INFORMATION

Not applicable.

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