




2016 CX-9 Third Row Seat Head Restraint is Not Upright

Some customers may complain about one or both third row seat head restraint(s) cannot be moved to the upright position. This may be caused by improper fold position of the head restraint(s) when the seat back is folded down.



Correct head restraint fold down position.	Wrong head restraint fold down position.	Damage may occur if excessive force is applied to the back of the head restraint when in the wrong position.
 <p>A photograph of a third row seat with the head restraint folded down. Green curved arrows indicate the correct path of movement for the head restraint.</p>	 <p>A photograph of a third row seat with the head restraint folded down. A red circle with a diagonal slash is drawn over the image, and a red arrow indicates the incorrect path of movement.</p>	 <p>A photograph showing a hand applying force to the back of the head restraint. A red circle with a diagonal slash is drawn over the image, and a red arrow points to the hand.</p>

Repair Procedure:

Replace the third row seat back assembly.

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