	GROUP BOD	MODEL 2016MY Sorento (UMa)
	NUMBER 170	DATE May 2017
TECHNICAL SERVICE BULLETIN		
SUBJECT: FRONT SEAT HEADREST REPLACEMENT		

This bulletin provides the procedure to replace both front seat headrests of some 2016MY Sorento (UMa) vehicles, produced from November 17, 2014 through June 15, 2015, which may exhibit detachment of the plastic trim piece on either side of the headrest, as shown below. Follow the procedure outlined in this bulletin to replace both front seat headrests, even if only one headrest is affected.

To enhance customer satisfaction, this bulletin outlines the replacement of BOTH front seat headrests to resolve the concern, even when only one side is affected.



Front Seat Headrest Trim Piece Detachment

File Under: <Body>

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- Circulate To: General Manager Service Manager Parts Manager
 Service Advisors Technicians Body Shop Manager Fleet Repair

Service Procedure:

1. Recline the driver's seat to allow for removal of the headrest.

**CAUTION**

Be sure to wear disposable gloves throughout this procedure to avoid soiling the seat cover or the headrest.



2. Use a small, flat screwdriver to release the headrest detent and remove the headrest from the seat.

**CAUTION**

Use great care to avoid perforating the leather seat cover with the screwdriver. Additionally, be sure to clean the screwdriver shaft and tip to avoid soiling the seat cover.



3. Install the new headrest and return the reclined seat to the original position.
4. Repeat steps 1-3 for the front passenger seat.
5. Ensure the front seats are clean and free of any soiling that may have occurred during replacement of headrests.


SUBJECT:

FRONT SEAT HEADREST REPLACEMENT

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (UMa)	November 17, 2014 through June 15, 2015

REQUIRED PART:

Part Name	Part Number	Figure
Headrest Assy – Front Seat	Refer to EPC	

WARRANTY INFORMATION:

N Code: ? C Code: ?

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	Refer to EPC	2	Front Seat Headrest Replacement (Both)	88700F01	0.2 M/H	N/A	0