

November 12, 2019

Version 1

Buzzing or Whining When Adjusting Front Seat Forward and Backward

AFFECTED VEHICLES

| Year | Model | Trim | VIN Range |
|---------|-----------|------|-----------|
| 2016-19 | Pilot | ALL | ALL |
| 2017-19 | Ridgeline | ALL | ALL |

SYMPTOM

There is a loud buzzing or whining when adjusting the driver's or front passenger's seat forward and backward.

POSSIBLE CAUSE

The flex cable in the seat adjustment mechanism is not correctly lubricated.

CORRECTIVE ACTION

Replace the flex cable assembly.

PARTS INFORMATION

| Part Name | Order Part Number | Quantity |
|---------------------|-------------------|----------|
| Flex Cable Assembly | 81656-T2F-A31 | 1 |

TOOL INFORMATION

| Part Name | Part Number | Quantity |
|-------------------------------------------|-------------|----------|
| Snap-On Plastic Trim Tool (or equivalent) | SILTRIMTL10 | 1 |

CUSTOMER INFORMATION: The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

WARRANTY CLAIM INFORMATION

The normal warranty applies.

| Operation Number | Description | Flat Rate Time | Defect Code | Symptom Code | Template ID | Failed Part Number |
|------------------|--------------------------------------------------------------------------------------------------|----------------|-------------|--------------|-------------|--------------------|
| 8511J5 | Replace the driver's seat flex cable assembly. | 0.5 hr | 07409 | 04201 | A19024A | 81526-TG7-A41 |
| 8521J2 | Replace the front passenger's seat flex cable assembly (includes weight sensor operation check). | 0.6 hr | 07409 | 04201 | A19024B | 81205-TG7-A32 |

Skill Level: Repair Technician

REPAIR PROCEDURE

1. Remove the seat track end covers to expose the seat mounting bolts.

FRONT SIDE



REAR SIDE



2. Remove the four seat mounting bolts.

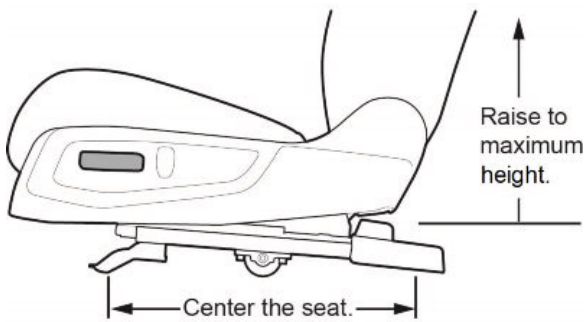
FRONT SIDE



REAR SIDE

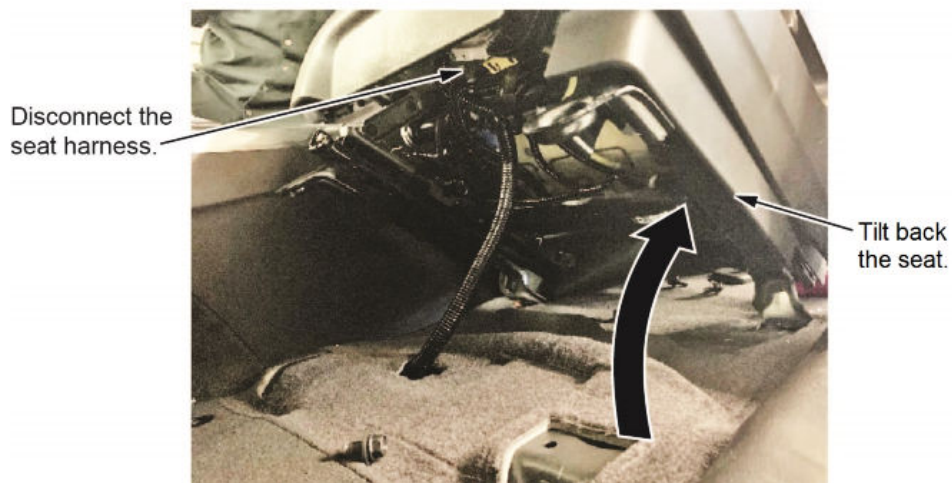


3. Prepare the seat for removal.
 - Adjust the seat slide to the middle of its travel.
 - Raise the seat to its maximum height (driver's seat only).

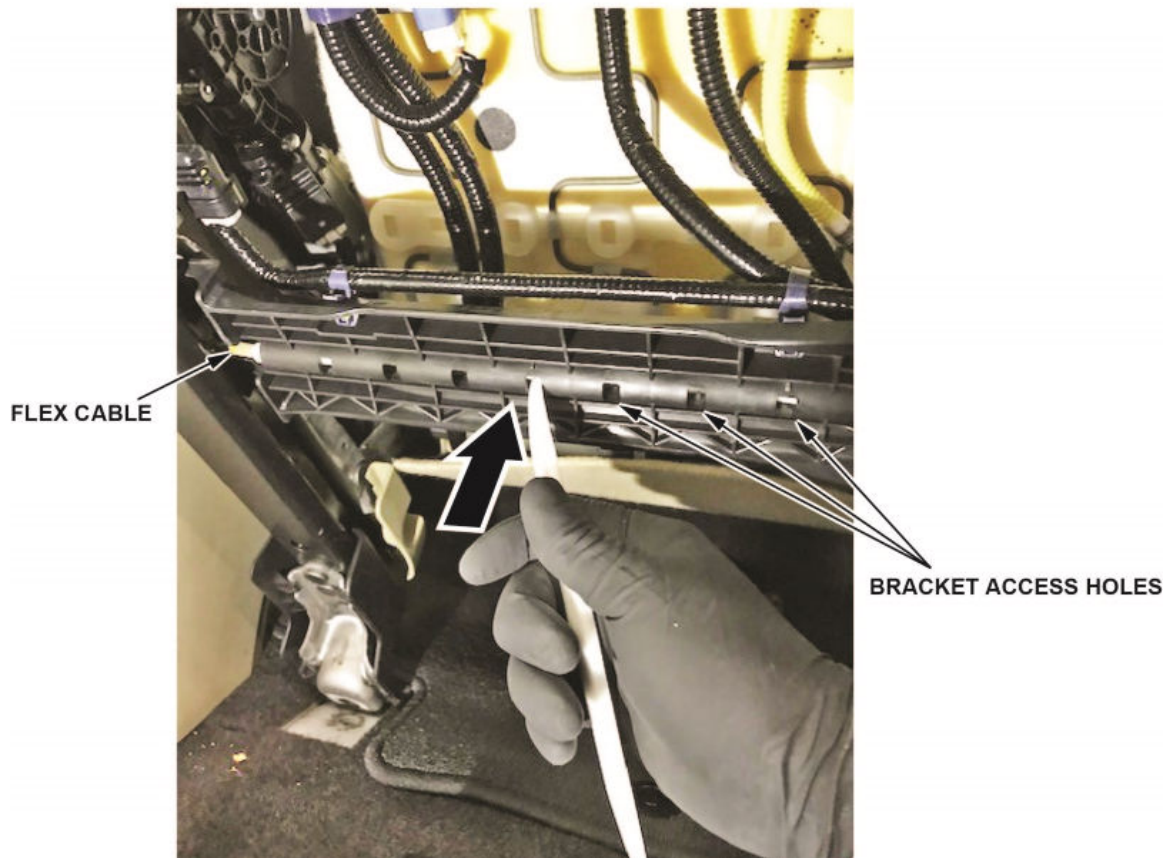


4. Write down the customer's radio station presets on the repair order.
5. Disconnect the 12-volt battery.

6. Tilt back the entire seat and disconnect the seat harness.



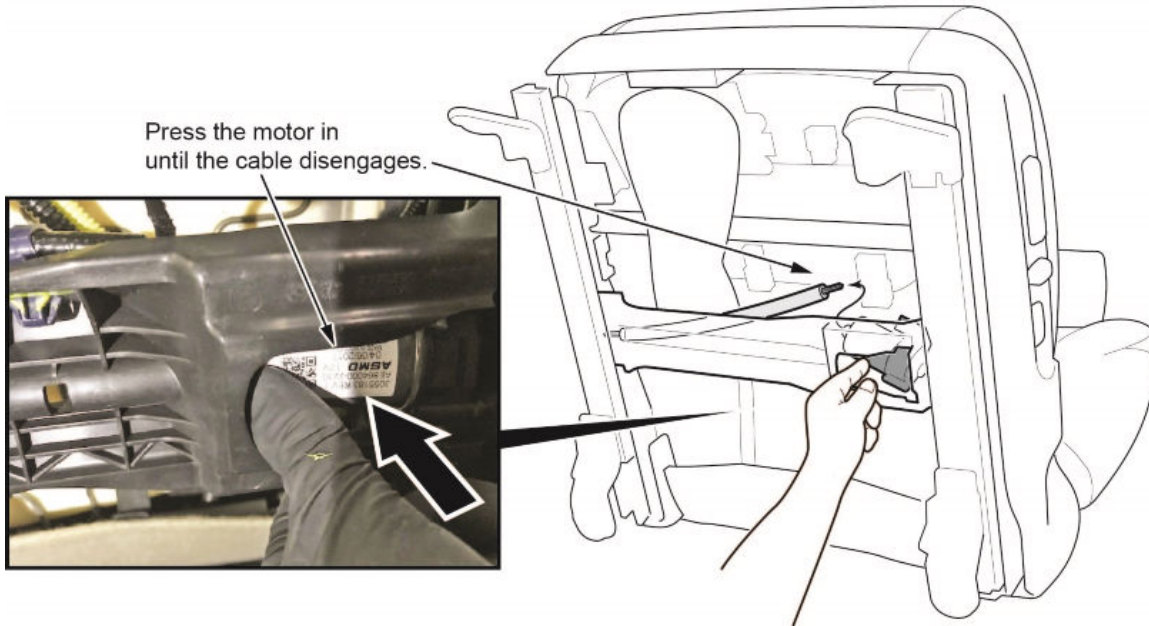
7. Insert a plastic trim tool or flathead screwdriver through the bracket access holes one at a time until the cable is released from the bracket.



8. Disconnect the flex cable from the motor side first by gently pushing in on the motor at the cable end to disengage it from its mounting bracket. This will help when removing and replacing the flex cable assembly.

NOTE

The motor does not need to be completely removed. Be careful not to damage the motor mounting tabs on the bracket.



9. Disconnect the other end of the flex cable assembly from the seat rail gearbox side. Do not bend or kink the cable.

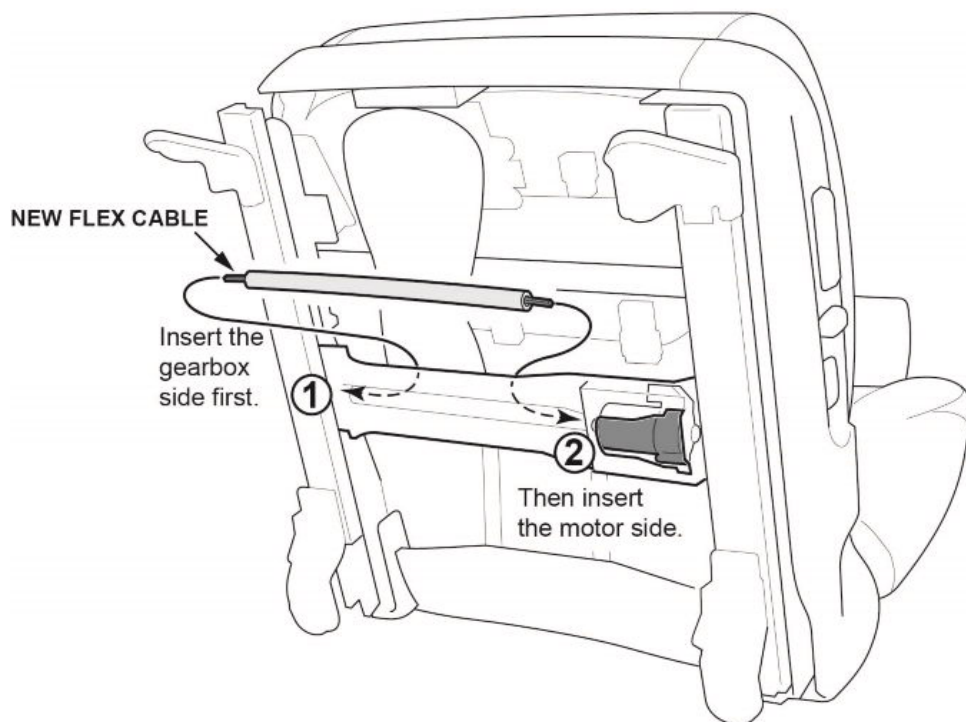
NOTE

The cable may be tight in the gearbox. Use needle nose pliers to remove the cable.

10. Install the new flex cable in the reverse order of removal. Start by inserting the cable into the seat rail gearbox side, then fully insert the other end into the motor.

NOTE

Make sure to not bend or kink the cable during installation.



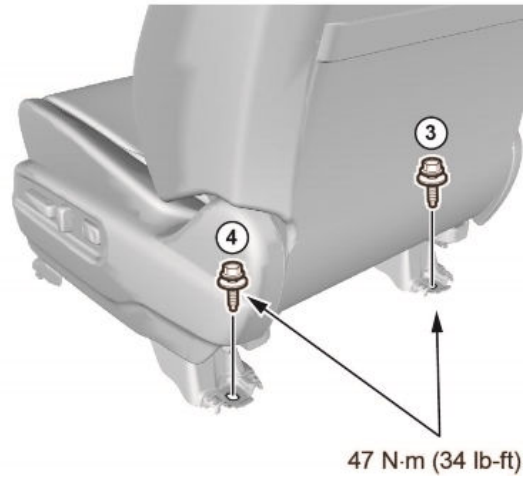
11. Snap the cable end of the motor back into its mounting bracket, and make sure the flex cable is fully inserted and horizontal.
12. Center the flexible plastic tube on the flex cable.
13. Snap the flex cable assembly back into the plastic bracket, and make sure it is straight. If the cable is not straight and flat, it will make noise when the seat is adjusted.
14. Connect the seat harness and harness clip.
15. Connect the 12-volt battery.
16. Install the seat, then hand tighten the bolts.

17. Torque the bolts to specification as shown.

FRONT SIDE



REAR SIDE



18. Check the seat for proper operation. Make sure the buzzing or whining noise is gone.

19. Install the seat track end covers.

20. Using the i-HDS, do the Front Passenger's Weight Sensor Operation Check (only if the passenger seat flex cable assembly was replaced).

21. Enter the radio station presets from step 4.

END