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Case Number: S2123000030

Release Date: May 2021

Symptom/Vehicle Issue: Lumbar Adjustment Not Working

Customer Complaint/Technician Observation: Customer may find the lumbar inoperative. Lumbar on this vehicle uses a pump and hoses to inflate the lumbar. A restriction due to a line pinch may be the cause of the lumbar not working.

Discussion:

NOTE: Disable the airbag system before attempting any component diagnosis or service of the front seats, when equipped with front seat air bags. Disconnect and isolate the negative battery (ground) cable, then wait two minutes for the airbag system capacitor to discharge before performing further diagnosis or service. This is the only sure way to disable the airbag system. Failure to follow these instructions may result in accidental airbag deployment and possible serious or fatal injury.

Inspection of the lumbar hoses will require removal disassembly of the seat. Refer to Service Library 23 - Body / Seats, Front / COVER, Seat Back, Power / Removal. Additional information for inspecting hose routing for the lumbar is attached below.

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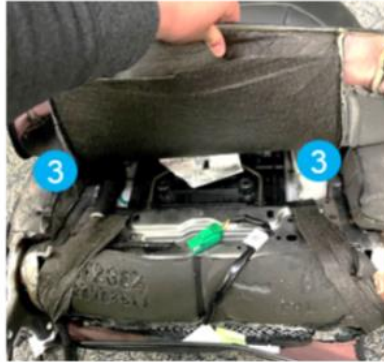
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



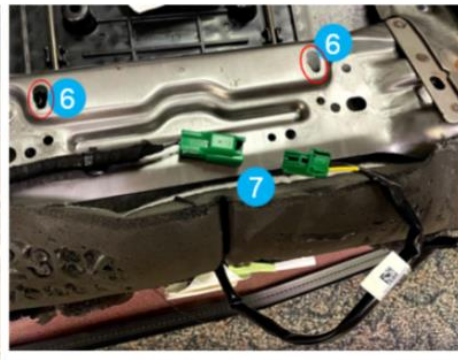
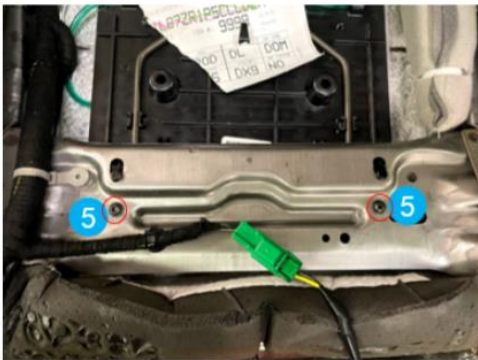
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1. Open closeout Js
2. Unzip hidden zippers x2
3. Undo push pins to frame
4. Unclip J clips x3



5. Unscrew lumbar screws x2
6. Unclip lumbar plastic bracket to frame x2
7. Unclip heater map wire
8. Unclip lumbar motor wire harness connector
9. Unclip lumbar motor clips to frame x2



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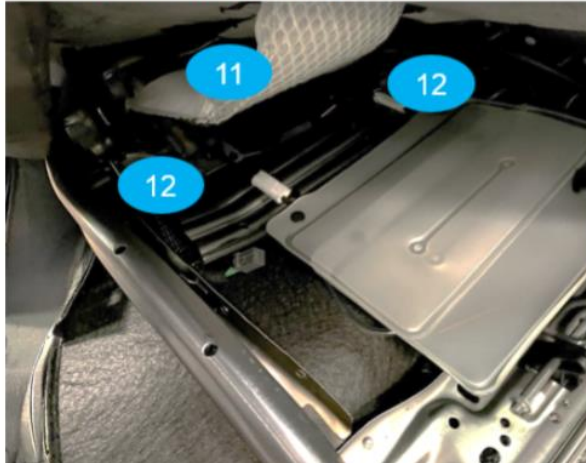
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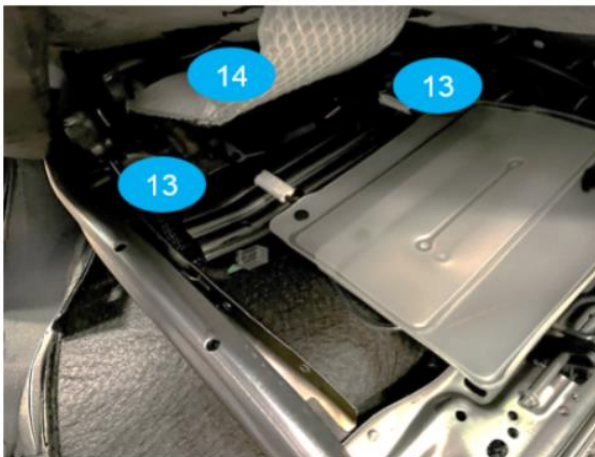


10. Flip over and lift trim/foam (SAB on OB side will not allow complete lift)
11. Unclip vent plenum from fan (if applicable)
12. Undo Z-bends and remove bad lumbar



Replacement with new lumbar:

13. Lift trim/foam and insert Z-bends to frame
14. Clip vent plenum to fan (if applicable)
15. Insert lumbar plastic brackets to frame x2



Front View



Back View

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16. Clip lumbar motor clips to frame x2

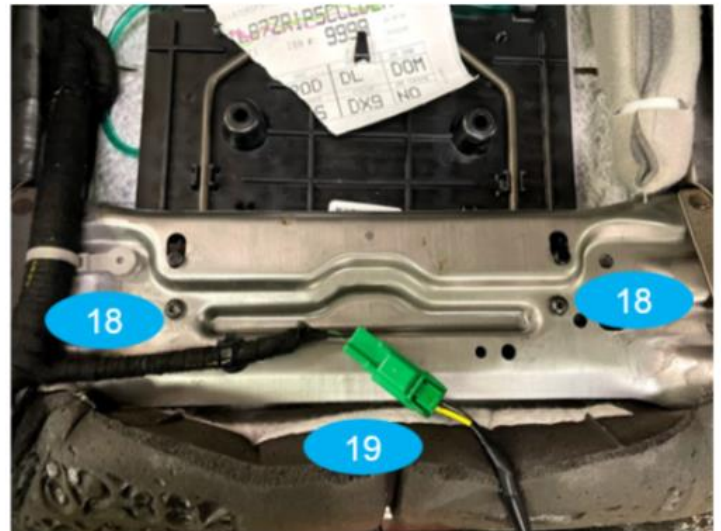


INSTRUCTIONS/NOTES: Verify that the lumbar hose **IS NOT TWISTED / KINKED / PINCHED** when attaching the lumbar assembly to the frame.

17. Clip lumbar motor wire harness connector

18. Screw in 2 screws 2.5±0.3Nm

19. Clip heater map wire



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Reinstall seat cover. See 23 - Body / Seats, Front / COVER, Seat Back, Power / Installation. Install seat into the vehicle. Operate the lumbar to confirm operation prior to returning the vehicle back to the owner.

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