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Case Number: S2123000060

Release Date: Aug 2021

Symptom/Vehicle Issue: 3rd Row Headrest Not Folding When Seat Fold Is Selected From The Radio Screen Soft Button Or Handle.

Discussion: Perform the below steps if the 3rd row headrests are not folding

3rd Row Head Rest Inspection, looking at seat set from the front:

1. Visually inspect (use flashlight) for proper installation of the HR release clip by examining the mechanism through the trim cutouts for both 3rd row seats (see picture).
 - The embroidered trim opening and carpet beneath can both be manipulated in order to better view the internals
2. Ensure clip is properly seated (descriptive images on following slides)
3. If partially seated or not seated, repair using procedures on the following slides.



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

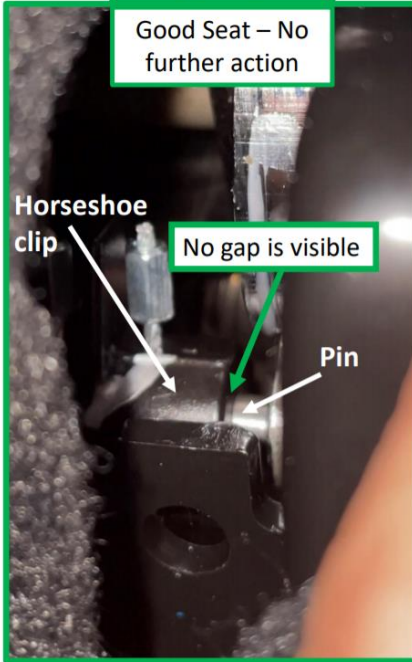


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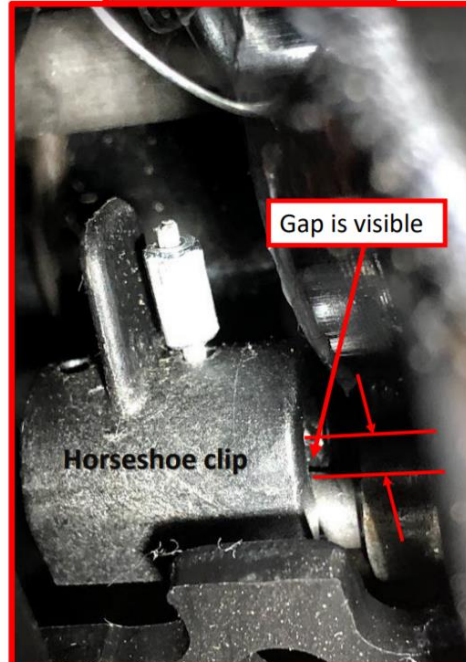


Horseshoe clip fully installed

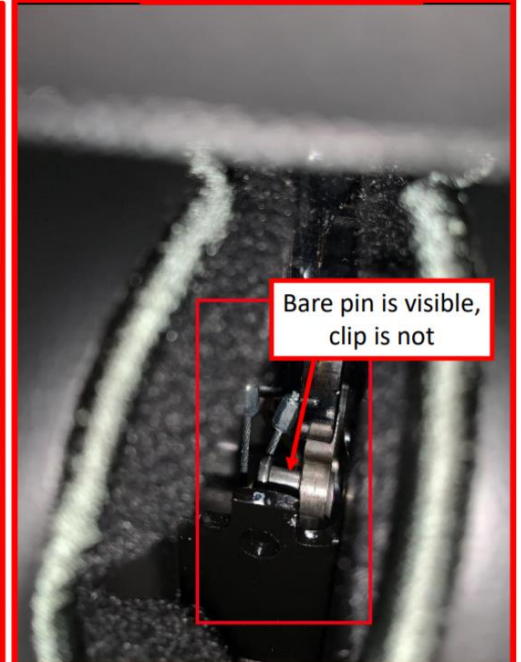
Good Seat – No further action



A) Horseshoe clip not fully seated: See page 3



B) Horseshoe clip not visible: See page 4

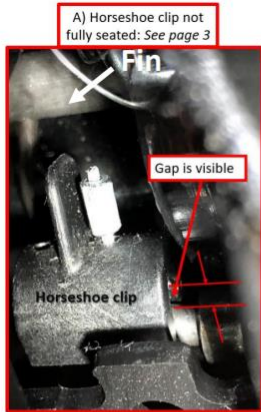


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A) Horseshoe clip not seated: Repair procedure

1. Pull forward on the HR using moderate force to stop headrest from folding during clip install
2. Push down on the fin of the horseshoe clip until it snaps in
 - 6-10 lbs of force to snap in
3. Test the mechanism for proper functionality – cycle the rear fold handle and/or the power actuator
 - Finesse trim at headrest posts as required



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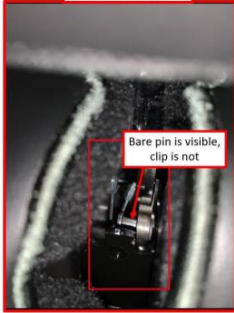
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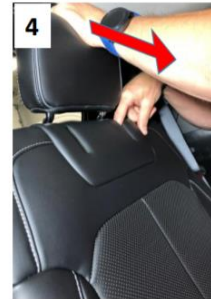


B) Horseshoe clip not visible: See page 4



B) Horseshoe clip not visible: Repair procedure

1. Unzip the seatback trim cover (using zipper tool or needle nose), unfasten bottom J retainer & Remove fir-tree clip (if present) at rear which holds the front face of the trim cover
2. Pull the trim cover and foam pad assembly forward until structure is accessible
3. From the front of the seat, reach under front cover foam and locate horseshoe clip by following the cable conduit upward
 - Push the clip upward inside the headrest bracket next to the headrest release pin
 - The clip opening must face toward the pin and the cables must not be twisted (2 cables on manual, 1 cable on power)
 - Reach overtop & grasp the clip with your other hand
 - Position the horseshoe clip over the nail head pin
4. Pull forward on the HR using moderate force to stop the headrest from folding during clip install
5. Push down on the fin of the horseshoe clip until it snaps in
 - 6-10 lbs of force to snap in
6. Test the mechanism for proper functionality – cycle the rear fold handle and/or the power actuator prior to reassembly
 - Tuck zippers and finesse trim at headrest posts as required

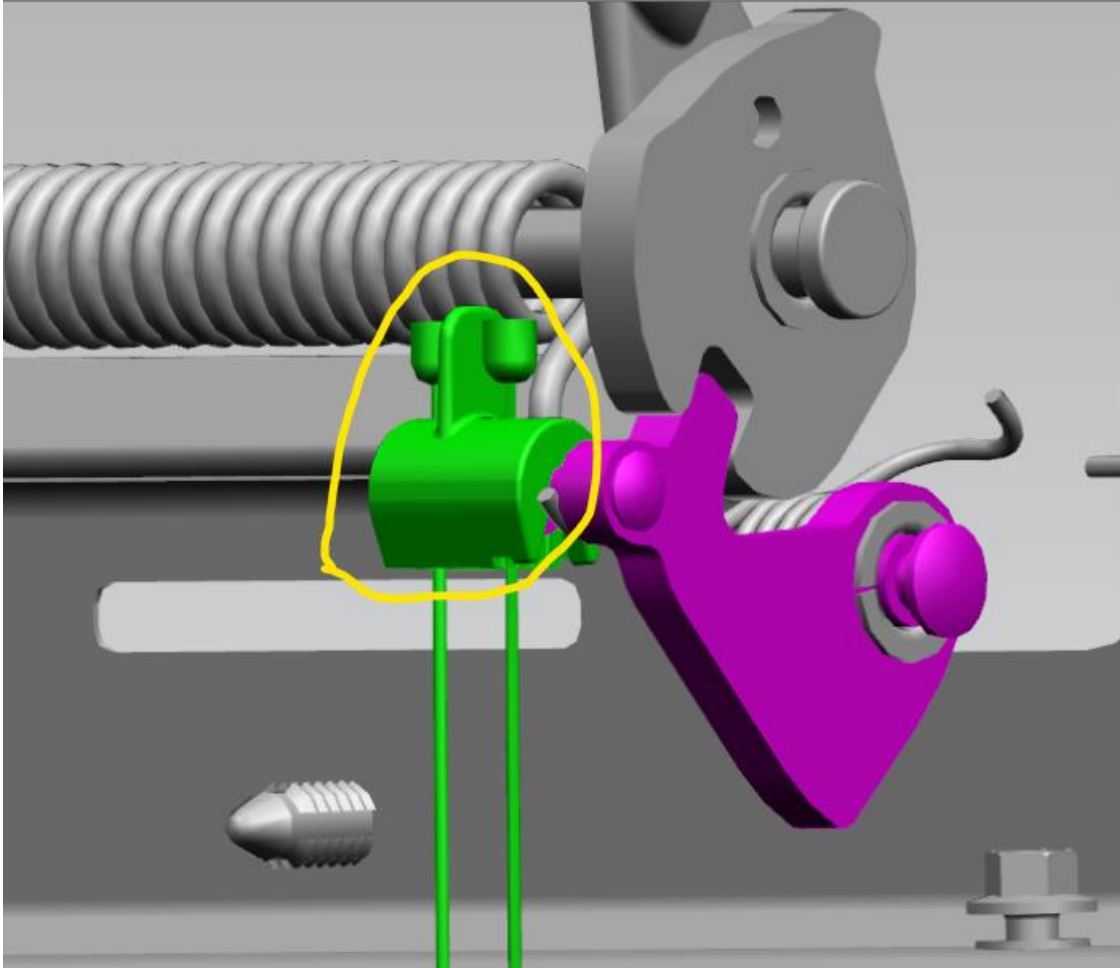


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View of horseshoe clip

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