

Case Number: S2123000031

Release Date: May 2021

Symptom/Vehicle Issue: Manual 3rd Row Seat High Effort Binding During Unfolding

Customer Complaint/Technician Observation: 3rd row manual seats when pulling up from fold flat have high efforts. Difficult to unfold.

Discussion: Note>>> Manual folding 3rd row seat only. If concern is duplicated perform the below steps. If unsure the seat is binding compare to another vehicle to get a feel for how the seat should feel.

- 1. Remove 3rd row front foot covers.
- 2. Remove all 4 front leg fasteners to body (06513521AA) and dispose.
- 3. Remove rear scuff and load floor retain the 2 10mm fasteners.
- 4. Pull back sound deadeners from rear under the seat.
- 5. Remove remaining 6 seat to body fasteners and retain.

6. Clamp front inboard legs using out board vertical surface of leg mounting brackets. (Fig 1)

7. Clamp to an outboard vertical surface to outboard vertical surface distance of 353mm.(Fig 2)

- 8. Install the 2 rear vertical fasteners (06507742AA) and torque to 22.5Nm.
- 9. Install the 4 new front leg front fasteners (06513521AA) and torque to 47.5Nm.
- 10. Install the 4 rear nuts (06513520AA) and torque to 70Nm.
- 11. Reinstall sound deadeners
- 12. Reinstall load floor and scuff using 2 fasteners (06101968)
- 13. Reinstall front leg foot covers.

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

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.



Note>>> Always refer to Star Parts for most current part number information.



Fig 1 Clamp applied to middle seat legs outboard edges.

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Fig 2 Tighten clamp till 353mm between the middle legs is obtained. Then go to step 8

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