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Case Number: S2223000023

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Symptom/Vehicle Issue: Headrest Does Not Fold When Seat Is Folded Or Electric Release In Radio Menu

Discussion: Listen to hear if actuators are cycling with radio button press. Do they click? If not, check electrical connections first. If yes, check cable clip attachments within the seat. This document addresses mechanical cable release issues other than electrical. See information below.

<<<**NOTE**>>> For additional information refer to Service Library 23 - Body / Seats, Second Row / HEADREST, Second Row / Removal and Installation

During a seat fold event, the headrest is designed to fold before the seat reaches an angle of approximately 22 degrees from vertical. If the headrest folds after approx. 22 degrees or does not fold at all continue to next step.

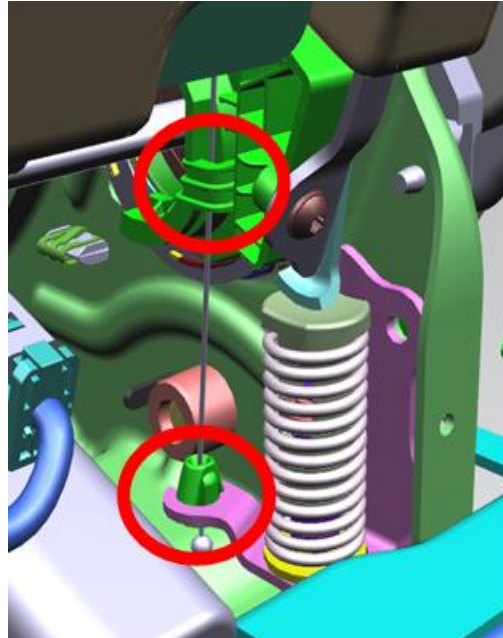
At the bottom corner of the seat the head rest release cable attaches to the cam. Check to see that the cable is snapped in place as shown. If yes, continue to next step. If no, attach and check headrest operation.

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.

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

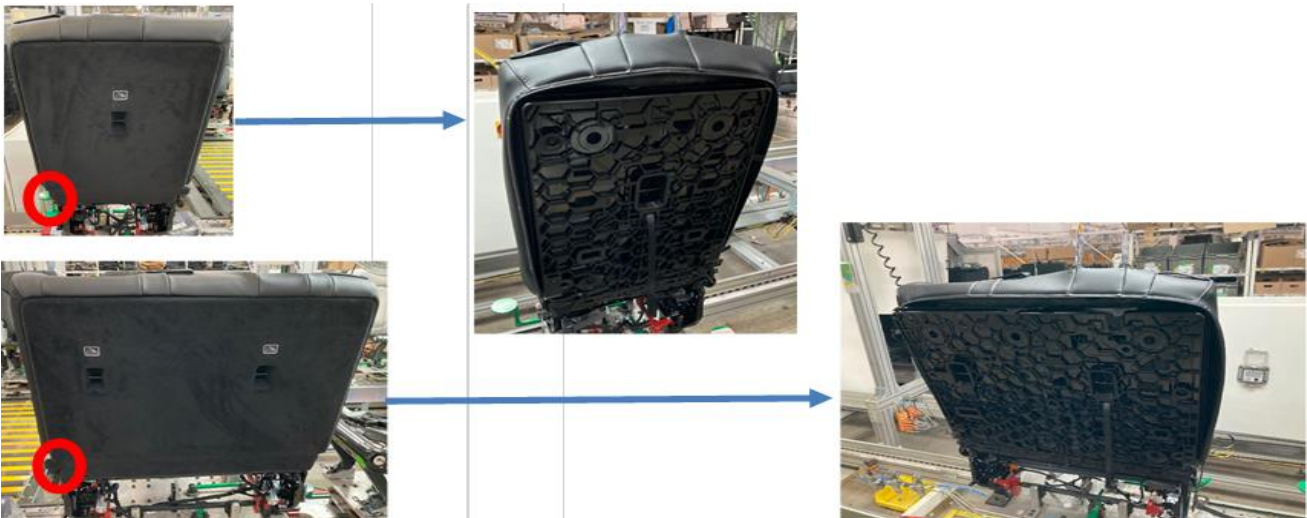


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Headrest cable attachment at seat base

Detach the carpet from the seat back. Release the seat back carpet starting at the lower bottom corner shown below.



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Carefully pull the seat back and cushion forward to reveal the headrest cables.



Circled- headrest cable junction block

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Inspect cable attachments in junction block. Reattach cables as required.

Below the junction block is the actuator. Take the actuator cable cover off by sliding it off. Inspect the cable attachment.



Junction block in yellow circle. Actuator circled in red.

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Inspect the cable attachment and reattach cable if it is found loose.

Reassemble seat in reverse order. Test operation by actuating the electric and mechanical release. For additional information refer to 23 - Body / Seats, Second Row / HEADREST, Second Row / Removal and Installation

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