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Case Number: S2223000043

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Symptom/Vehicle Issue: Rear Seat Back Trim Cover Loose J-Clip Retainer

Customer Complaint/Technician Observation: Mega Cab rear seat trim cover appears loose or partially coming loose.

Discussion: Inspect the J channel of the rear seat back trim cover. Replace the trim cover if the J clip is broken, cracked or damaged. During normal customer operation the cover J channel will become exposed and could be disengaged by loading and unloading of items from the back seat. This damage could cause the trim cover to become loose and the J channel damaged. Ensure the J channel is fully installed using a trim stick (fig 2).



Fig 1
Disengaged J clip example with rear seat folded

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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Fig 2
Trim stick used to seat the J channel retainer.

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