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Case Number: S2223000023 Rev A

Release Date: May 2022

Symptom/Vehicle Issue: Headrest Does Not Fold Or Does Not Lock In Up Position.

Discussion: The folding headrests are cable-controlled. Cables are inside the seat and use an electric actuator and mechanical latch to actuate the cables. Cables that are not secured, detached, or stretched can cause actuation issues. To divide the system electrical vs mechanical, listen to hear if actuators are cycling with radio button press. Do they click? If not, check electrical connections first. Refer to Procedure 1 Electrical. If yes there is a click, check cable clip attachments within the seat. See information below for cable inspection/repair in Procedure 2 Cable/Mechanical.

<<<**NOTE**>>> For additional information and disassembly information refer to Service Library 23 - Body / Seats, Second Row / HEADREST, Second Row / Removal and Installation. 23- Body / Seats, Second or Third Row / Frame / Seat Back.

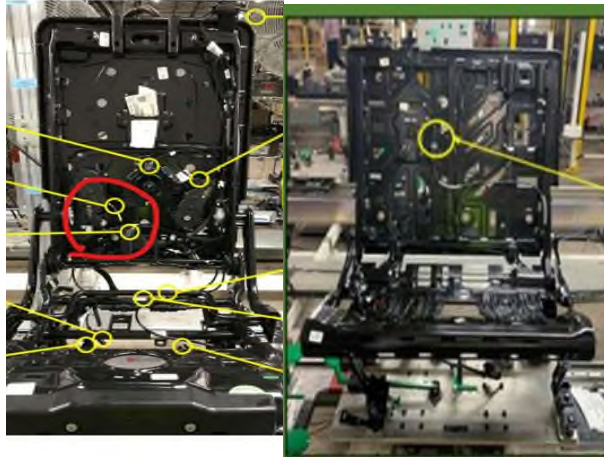
Procedure 1 Electrical Verify the seat connectors are fully connected for the inoperative headrest. Inspect pin fits. Perform continuity checks. To access the seat back mounted connectors, refer to Service Library.

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Connectors for headrest circuits
Second row red circle(left). Third row (right)

Procedure 2 Cable/Mechanical. 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, does not fold at all, or does not lock in up position continue to next step.

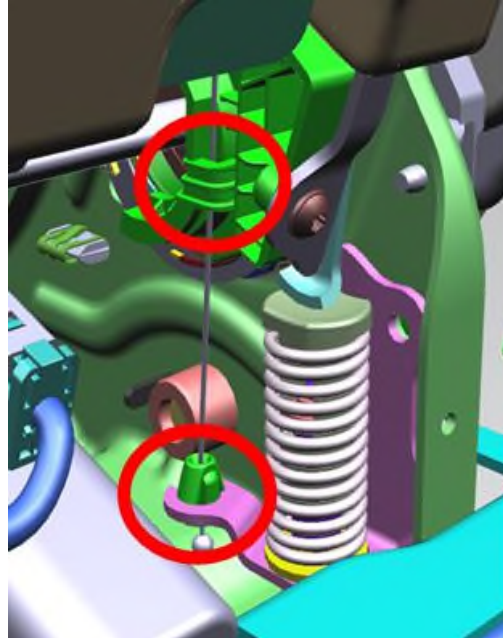
At the bottom corner of the seat the head rest release cable attaches to the cam. Check to see that the cable is snapped in place as shown. If yes, continue to next step. If no, attach and check headrest operation.

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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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