



## STAR ONLINE PUBLICATION



**Case Number:** S2208000118

**Release Date:** June 2022

**Symptom/Vehicle Issue:** Second Row Headrest Does Not Fold

**Discussion:** Either of the second row seat headrests may not fold when attempting to fold the seat or using the headrest fold button. This may be caused by a loose connection of the headrest release solenoids.

**Diagnosis:** You will need to inspect the headrest release solenoid connectors D717A(left seat) and D718A(right seat). The connections are located under the seat back trim-foam. Perform the following to gain access.

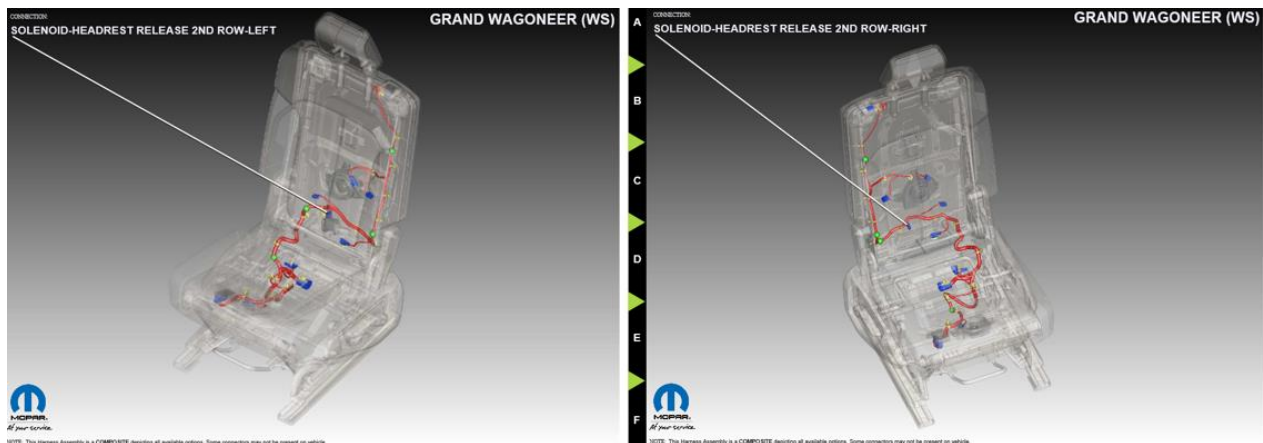
Step 1: Disengage and open the back panel carpet.

Step 2: Disengage all back trim J-clips.

Step 3: Lift Trim and Foam.

Step 4: Identify the solenoid on the back bottom of the seat.

If needed reference 23 - *Body / Seats, Second Row / COVER, Seat Back, Second Row / Removal and Installation.*



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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**Repair:** Disconnect and reconnect the headrest solenoid connector. Confirming it is fully locked and secured. Reassemble the second row seat back.

**Verification:** Cycle the second row headrest several times to confirm they operate normally.

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