



STAR ONLINE PUBLICATION



Case Number: S2223000003

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Symptom/Vehicle Issue: 2nd Row Headrest Removal

Discussion: Second row seat head rests have a fold feature. The headrest folding mechanism uses a cable that is inside one of the chrome posts that are inserted into the seat back. To correctly remove the headrest, the cable has to be disconnected from the cable junction inside the seat back. Refer to Service Library 23 - Body / Seats, Second Row / HEADREST, Second Row / Removal and Installation. Failure to properly disconnect the cable will result in a damaged part that cannot be diagnosed as a part return.



1 - Cable Junction

2 - Sleeve Retaining Tabs

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