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Case Number: S2223000038

Release Date: April 2022

Symptom/Vehicle Issue: Front Seat Back Panel Appears Broken, Misaligned, Noisy Or Loose

Customer Complaint/Technician Observation: Owner may complain of the seat back having fitting issues, being loose, noisy.

Discussion: Verify the front seat back panel installation is correct. From the rear seat area place both hands near top of back panel and with fingers slightly engaged into back panel gently pull to verify back panel is correctly installed (Fig 1). There should be no movement in the back panel from this direction. To verify engagement of lower part of back panel, grab rear lower sides and gently pull at same time (Fig 2). Back panel should not show any signs of movement.

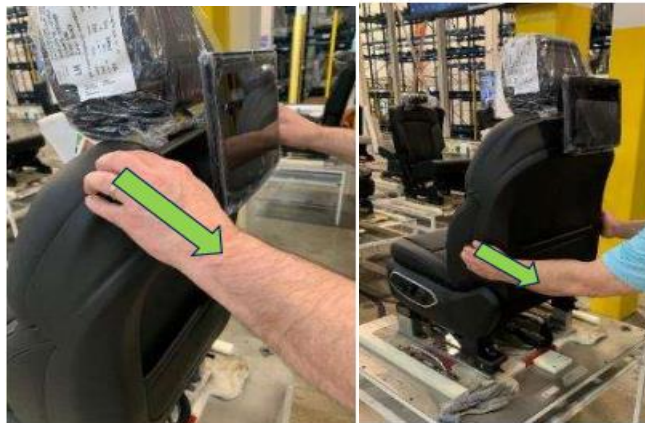


Fig 1 and 2

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Verify the RSE (rear seat entertainment) screen bezel installation by checking visually and running hand over the seam checking gap and flushness. Gap should not exceed 1.5mm (Fig 3) Verify with feeler gage if necessary. Cap (bezel) should be flush to back panel (Fig 3). With both thumbs positioned on cap (bezel), simultaneously push upwards to verify engagement (Fig 4). Cap (bezel) should stay engaged.



Fig 3 and 4

If the seat back requires to be removed, refer to Service Library 23 - Body / Seats, Front / PANEL, Seat Back / Removal and Installation. Some additional information is below.

Removal of rear cover:

1. Adjust seat back to vertical. Place seat in full rearward position.
2. Unhook the j straps from under the seat frame and fold the carpet upwards uncovering the 2 hidden screws.
3. Grab inboard side lower bolster edge of the back panel with two hands and pull toward you

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Fig 5

4. Grab the inboard side and outboard side of the back panel and push down with rotation clockwise on the inboard side and counterclockwise on the out-board side to disengage (4) Snaps



Fig 6

5. With the panel removed, inspect the clips and attachments for damage. Replace the panel if damaged.
6. If installing a NEW back panel remove both high retention clips from the back frame. If the back panel is not being replaced with a new part, do not remove 2 high retention clips
7. Before back panel Installation push the RSE screen fully forward

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- Place the back panel under the screen and gradually push it up until the upper back panel hooks (2) will start to engage with the RSE bracket wires. Ensure the back panel hooks are in the correct position using the opening in the back panel under the screen and ensure the hooks are under the bracket wires. The picture is showing WRONG placement of the back panel hook (above the wire) if this is a case come back to point (Fig 7).

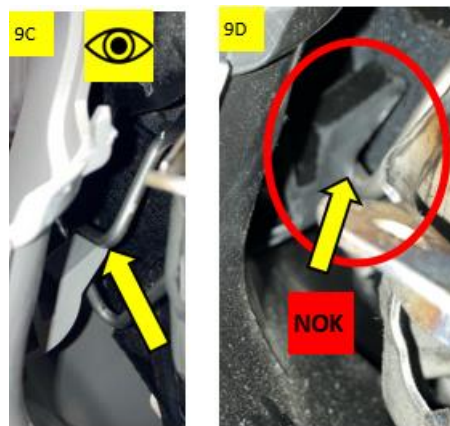


Fig 7

- With the back panel hooks in place, push one side of the upper area of the back panel up with one hand and at the same time push away the upper corner of the seat trim with the second hand. Perform the same step on another side of the seat (Fig 8)

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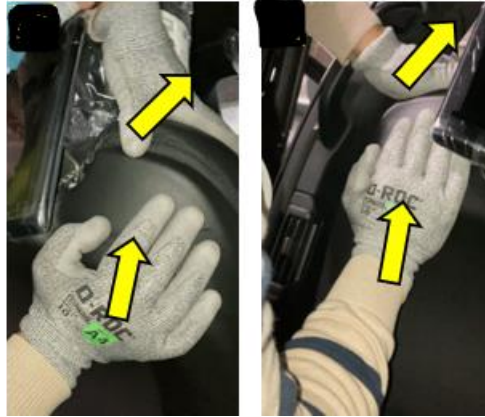


Fig 8

10. Verify both upper back panel hooks are properly installed and engaged with the RSE bracket wires (Fig 9).



Fig 9

11. Place the back panel under the RSE screen and gradually push it up until the upper back panel hooks (2x) will start to engage with the RSE bracket wires. Make sure the back panel hooks are in the right position. Use the opening in the back panel under the screen to view the hooks and that they are under the bracket wires

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12. Push the back panel forward to engage the 4 snaps with the back frame

13. Hold the back panel on the lower corners and push up with both hands into the seat (Fig 10)



Fig 10

14. If using NEW back panel: Lift the carpet up and grab the lower plastic part of the back panel and push 2x high retention clips into frame rectangular holes. Then install the 2 screws under carpet flap

If re-using the same back pane: Lift the carpet up and match the lower plastic part of the back panel holes with high retention clips which are already placed in the back frame and install the 2 screws.

15. Push the upper arch of the back panel on both sides to finesse the trim cover - maintain upward pressure on the back panel

16. Inspect the seat cover to back for wrinkles and fitment. Adjust the fabric as needed. Gap spec between back panel and RSE Cap 1.5mm max/ Flush - 0.5+/- 0.5 mm

17. Hook J hooks for the lower carpet section to the seat frame. Installation complete.

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