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Case Number: S2323000005

Release Date: January 2023

Symptom/Vehicle Issue: Second Row Power Seat Binding Or Not Moving With Button Request.

Customer Complaint/Technician Observation: Slow or no second row seat movement from button. Seat will not pitch forward when the release button is pushed. Latch at back of seat may be released, but seat will not move unless pushed.

Discussion: Remove seat mounting bolts, lift the seat out of position and inspect the floating cage nuts on the outboard side (Fig 1). The nut should be visible under a black plastic patch (do not remove this material) and move freely with a screwdriver in the cage. If the cage nut does not freely move, the seat may experience binding when the mounting fasteners are torqued. If the nut does not freely move complete the below steps.

1. Remove the seat. Refer to Service Library 23 - Body / Seats, Second Row / SEAT, Second Row / Removal and Installation.
2. Use screwdriver or hand start the fastener into the cage nut.
3. Apply pressure fore-aft and cross car to break free any paint in the cage causing the nut to bind. Do not remove the black water management patch covering the cage nut hole.
4. Reinstall the seat. Follow torque sequence and specification in the service procedure. Refer to Service Library service information, 23 - Body / Seats, Second Row / SEAT, 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, eCONTACT or Service Library entry if no solution is found.



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5. Verify seat is functioning without lazy or binding condition when released.



Fig 1 Seat Floating Cage Nut
Do not remove the black tape patch material

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