

Subject:

**THIRD ROW SEAT BACK CONCERNS AND/OR ISSUES WHEN
LIFTING FROM THE LOWERED POSITION**

Service Alert No.: SA-063/23

Last Issued : 10/16/2023

BULLETIN NOTES

APPLICABLE MODEL(S)/VINS:

2024 CX-90

DESCRIPTION

Customers may report issues with third-row seats, loose or damaged trim, not folding down, binding when folding up, and other concerns. The technician may notice the cargo floor is out of place and may attempt to replace parts as defective. This is due to the cargo floor being uneven and/or foreign objects stuck between the third-row seats and cargo floor.



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REPAIR PROCEDURE

NOTE: Ensure there are no objects placed underneath the cargo floor other than OEM equipment installed from the factory.

PARTS INFORMATION

See Parts Flash 23-10 for more information.

WARRANTY INFORMATION

This damage is considered as outside influence and not covered under warranty. Get an estimate of repair, photos of the damage and repair using Non-Warrantable Goodwill sublet up to your DSA allowance or submit a Warranty Preauthorization under goodwill.

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