

- **Third Row Headrest Fold Flat Inoperative.**
- **Third Row Seat Won't Fold Due To Bent Lever.**

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the Inspection Procedure.

1. Move the third row seat from the folded position, to the upright position ([Fig. 1](#)) . Does the seat lock in the first locking position?
 - YES>>> This bulletin has been completed, use inspect LOP (23-13-50-9D) if only performing this RSU to close the active RSU. If performing multiple RSUs for seat issues, use related inspect LOP (23-13-50-51).
 - NO>>> Proceed to [Step 2](#).

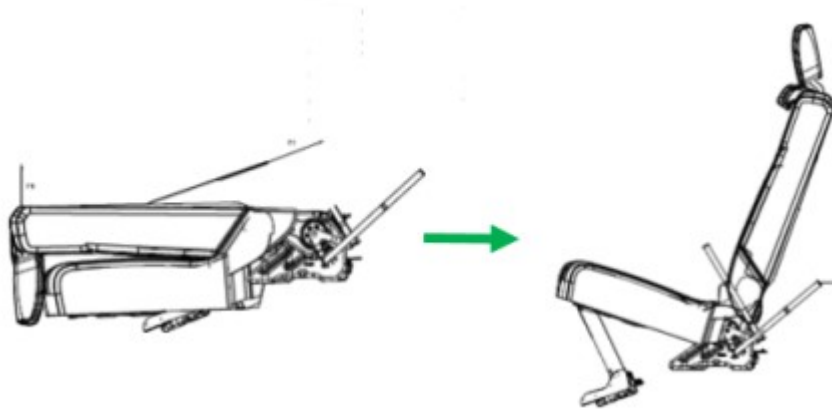


Fig. 1
Seat Locked Position

2. Pull back the seat flipper panel and inspect both the left and right sides ([Fig. 2](#)) , to see is if the metal strap bracket is contacting the cargo tub ([Fig. 3](#)) .



Fig. 2
Area To Inspect

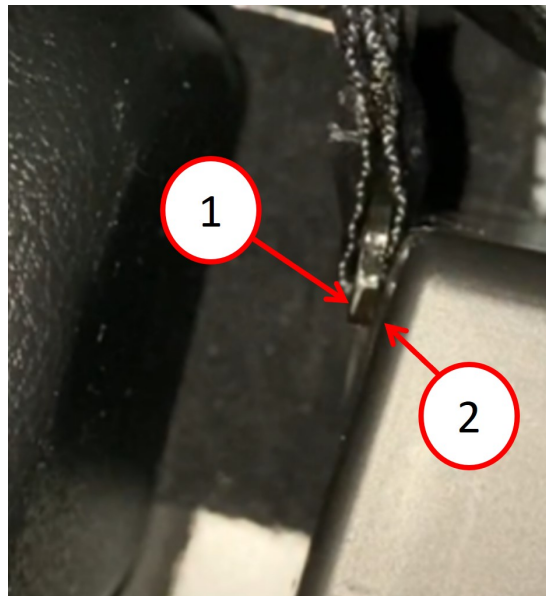


Fig. 3
Metal Strap Bracket Contacting Cargo Tub

- 1 - Metal Strap Bracket
- 2 - Cargo Tub

3. Is the metal strap bracket is contacting the cargo tub on the left, right or both sides (Fig. 3) ?
- YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin has been completed, use inspect LOP (23-13-50-9D) if only performing this RSU to close the active RSU. If performing multiple RSUs for seat issues use related inspect LOP (23-13-50-51).

REPAIR PROCEDURE:

1. Using a suitable tool, slowly push the metal strap bracket outward, to create clearance away from the cargo tub (Fig. 3) **do not bend the metal strap bracket more than 5 mm (0.19 in.)**. Repeat this step for the left, right or both seats.
2. Lift up one or both seats from folded flat position, to first locking upright seat position.
3. Did one or both seat stay in the upright locked position?
 - YES>>> This bulletin has been completed.
 - NO>>> Repeat [Step 1](#) until one or both seats stay in the upright locked position.
4. Verify any other customer seat concerns with the latest available bulletins. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the seat concerns.

POLICY:

Reimbursable within the provisions of the warranty.

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