

PERSONAL SERVICE LAB

MASTERS OF CARE

Malfunctioning Front Seat Headrest

DATE: January 12, 2024

Models: Ghibli (M157), Levante (M161), and Quattroporte(M156) (MY21 and newer)

CUSTOMER CONCERN

The front seat headrest is loose and produces an abnormal sound. The plastic support or internal mechanism is either out of position or broken.

INFORMATION NEEDED

1. How does the customer notice the issue? From noise, from failure, from something else (please detail)?
2. Does the customer frequently adjust the headrest(s)? How many times?
For example: once a year, once a month, once a week?
3. Does the customer frequently remove the headrest(s)? How many times?
For example: once a year, once a month, once a week?
4. Aftermarket accessories attached to the headrest? If yes, please describe?
5. If the headrest was not replaced, how was the problem solved?
6. If both front headrests were replaced previously:
 - a. Does the problem appear at the same time?
 - b. If not:
 - i. Does the problem occur on Driver side headrest first?
 - ii. How much time passed between the first and the second issue?

ACTIONS REQUIRED

Open a BOL as "SUPPORT REQUEST" and attach, and report all the information collected throughout all the above checks.

EXAMPLE PICTURES

See below pictures of malfunctioning headrest



See attached EXAMPLE VIDEOS which demonstrates excessive headrest movement:

- Excessive Headrest movement NOT OK.m4v
- Excessive Headrest movement NOT OK.mp4



NO Headrest Movement vs Excessive Headrest Movement

NORMAL

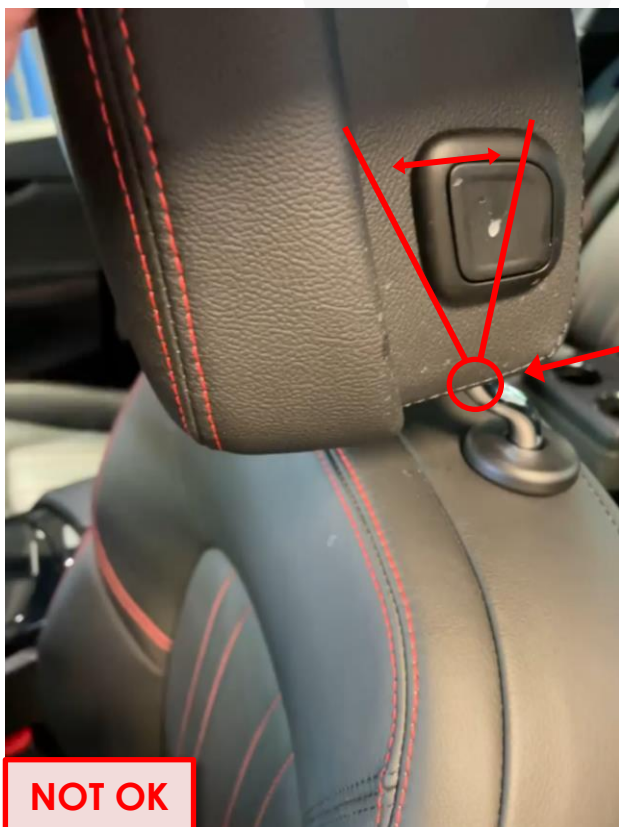
**OK**

See attached **EXAMPLE VIDEO** which demonstrates **NO** headrest movement:

- Excessive Headrest Movement.mp4

NO Pivoting: No movement. Headrest remains stationary and secured to the support bars

EXCESSIVE

**NOT OK**

Pivoting point: Excessive movement between the support bars and the base of the headrest