



STAR ONLINE PUBLICATION

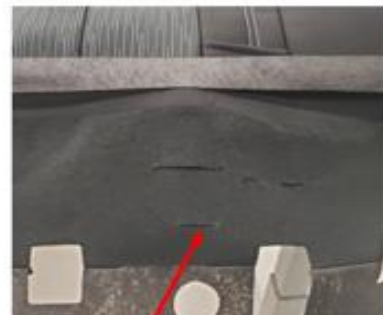


Case Number: S2423000025

Release Date: May 2024

Symptom/Vehicle Issue: 3rd Row Seat Headrest Will Not Stay Up On 60% Seat.

Discussion: For the 60% 3rd row seat, the headrest strap goes through a small slit in the seat back carpet (Fig 1). When the customer tries to put a folded 3rd row headrest back up, because of how small this slit is, friction between the carpet and the strap could prevent the strap from moving freely. This causes the headrest to not be able to stay up.



Current slit in the 60% Carpet

Fig 1

60% 3rd Row Seat Back Headrest Strap.

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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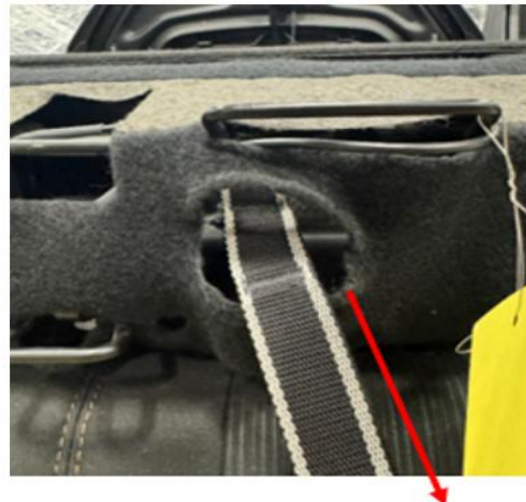


If the above issue exists, the headrest strap hole in the seat back flap will need to be enlarged. Follow the below steps.

1. Remove the seat back. Refer to Service Library 23 - Body / Seats, Third Row, Stow-n-Go / SEAT BACK / Removal and Installation. Remove the lower seat flap, outboard and inboard side shields, and the grocery hooks.
2. Locate the lower carpet slit for the headrest release. Open the slit to 30mm x 20mm wide carefully by using a utility or hobby knife (Fig 2).



Current carpet slit



Slit stretched into larger hole

Fig 2

3. Install the seat lower flap, side shields and grocery hook.
4. Check operation of the headrest release.

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