



STAR ONLINE PUBLICATION



Case Number: S2423000002

Release Date: July 2024

Symptom/Vehicle Issue: 2nd Row Seat Does Not Fold Using Easy Entry Handle.

Customer Complaint/Technician Observation: Customer reports the easy entry handle function is not operational.

Some concerns:

1. Handle pulled and nothing happens. The seat does not move forward
2. Handle pulled, noise can be heard but seat does not move forward.
3. Handle is stuck or has high effort. Seat does not move forward.
4. Seat moves to the easy entry position (moves forward) but will not re-lock.

If the customer concern is verified and matches one of the above conditions, review the below steps to repair the situation.

Discussion:

1. Verify the customer complaint and confirm the issue can be replicated by functioning the easy entry handle. Also try to function the seat by pulling on the Stow Strap just to confirm the issue is in the easy entry handle only. If the issue cannot be replicated as in Step 1 through normal operation or if no trouble is found return vehicle to the customer citing issue not replicated.

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.



STAR ONLINE PUBLICATION

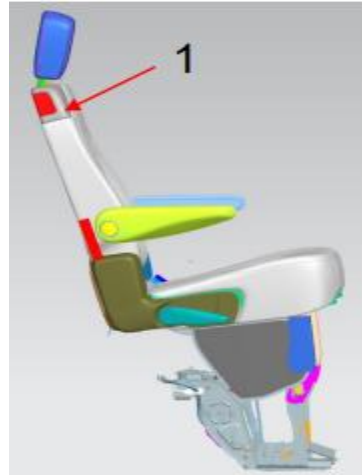


Fig 1.

2. Check for handle looseness. Does the handle rotate freely and spring back into position? Remove the screw behind the handle and remove the Easy Entry handle bezel (Fig1). Go to Step 3. If the handle is stuck or has high effort to rotate, go to step 6.
3. Check and confirm the cable barrel end fitting (Fig 2) and handle return spring (Fig 3) are connected as shown in the pics. If the cable or spring is not installed as shown in Fig 3, inspect them for damage. If no damage is present, reinstall the cable/spring. If there is damage, order and replace the Easy Entry handle assembly as per service procedure.

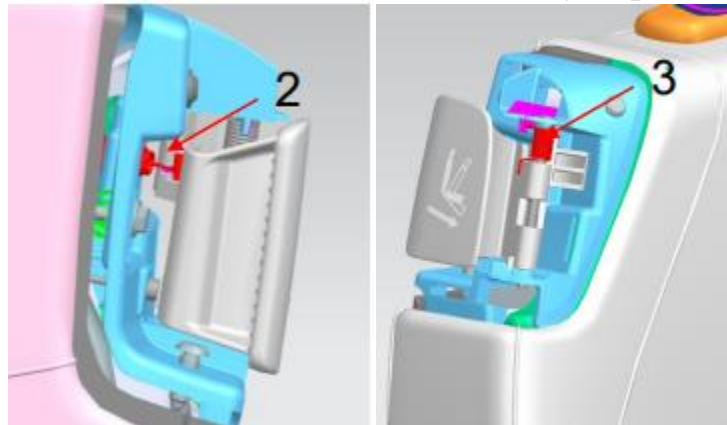


Fig 2 and 3.

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.



STAR ONLINE PUBLICATION



4. Confirm the pin is in place (Fig 4) and there is no gap between the pin head and the housing. If the pin is not installed as shown in Fig 4, replace the Easy Entry handle assembly as per service procedure.

Check for gap between pin head and housing?

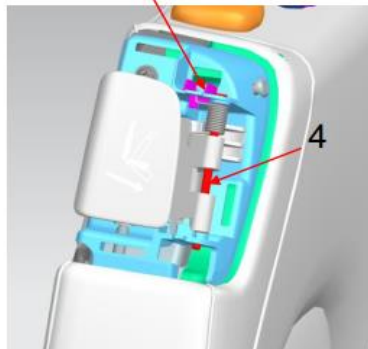


Fig 4.

5. Confirm that rotating the handle pulls the cable out and handle returns to its home position (Fig 5) when the handle is released. If handle is stuck or high effort to rotate, continue with step 6 through 8.

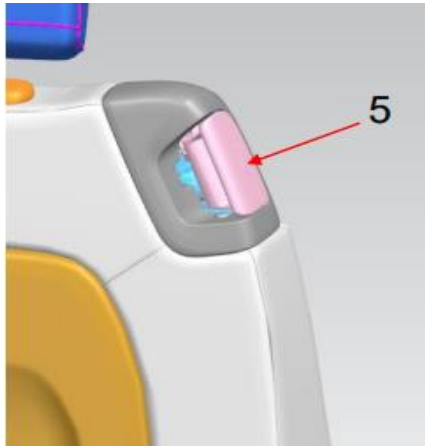


Fig 5.

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.



STAR ONLINE PUBLICATION



6. Remove the front leg plastic shield by removing the 2 screws (Fig 6) on each of the legs.

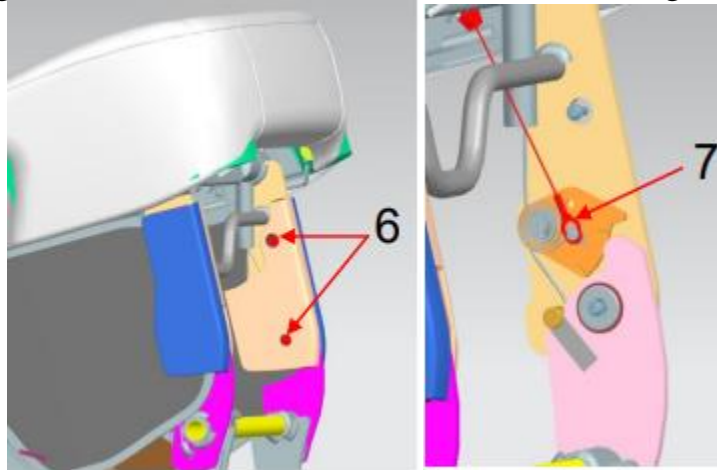


Fig 6 and 7.

7. Check and confirm that the cable eyelet end fitting (Fig7) is attached to the rivet pin on both legs. If either of the cables are not connected inspect for cable damage. If no damage is present, reinstall the end fitting securing the cable onto the rivet. If there is cable damage, order and replace the riser as per the service procedure.
8. Check and confirm that the cam (Fig 8) rotates when the easy entry handle is rotated (both cams should rotate on each leg). If the cams do not rotate, add some white lithium grease to the cam pivot (8a) and contact surface (8b) and rotate it a few times manually to spread the grease.

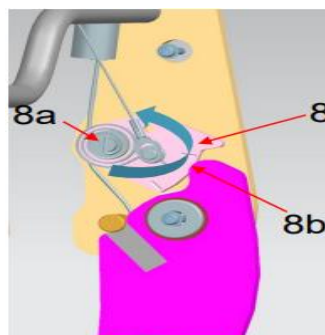


Fig 8.

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.



STAR ONLINE PUBLICATION



9. Fold the lower carpet bin cover (Fig 9) up to gain access to the cable attachments.

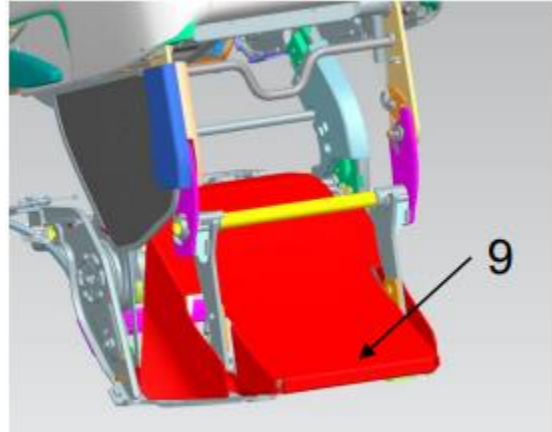


Fig 9.

10. Check and confirm that the cable end fitting (Fig 10) is connected to the rivet on the left rear leg. If the cable end fitting is not connected as per the image shown in Fig 10, inspect for cable damage. If no is damage present, reinstall the end fitting securing the cable onto the rivet. There should be an audible click when fully seated.

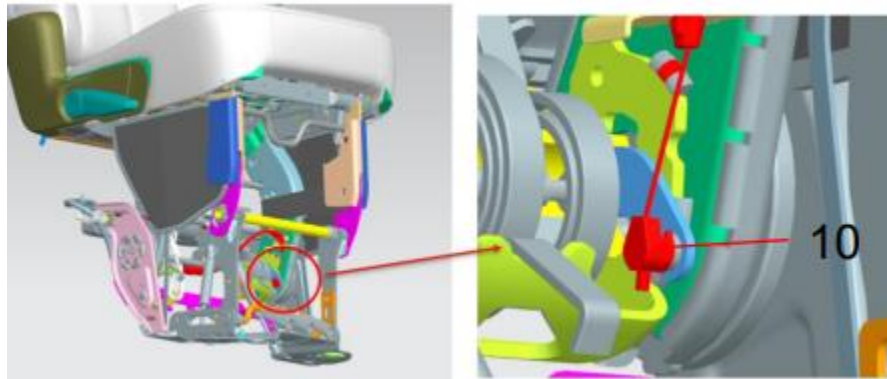


Fig 10.

11. Check and confirm there is an audible actuation noise from the motor when the handle is pulled.

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.



STAR ONLINE PUBLICATION



12. Check and confirm the riser lever rotates (Fig 11) up when the handle is rotated.

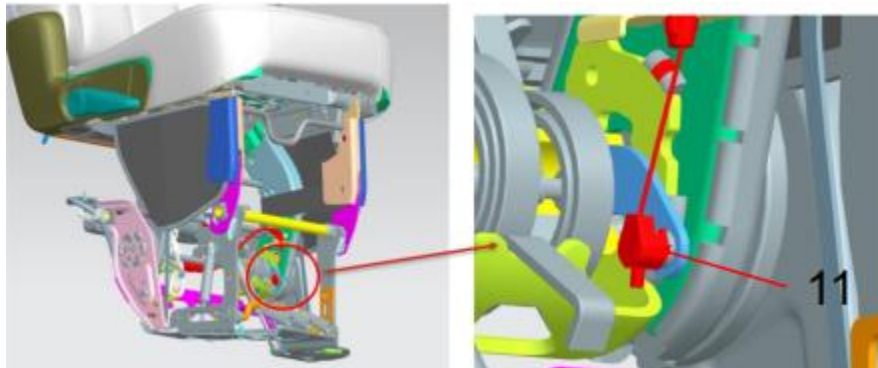
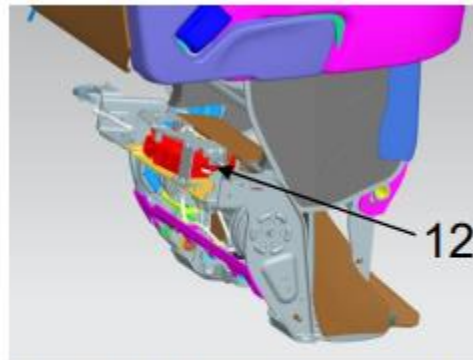


Fig 11.

13. Remove and reconnect wire harness connector (Fig 12) under the rear load floor panel and remove and reconnect vehicle battery terminals. If the motor sound is not audible or cable release lever does not rotate, replace the riser assembly as per service procedure.



NOTE: LOCATION OF THE MOTOR SHOWN WITHOUT REAR LOAD FLOOR PANEL FOR REFERENCE.

Fig 12.

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.