



## STAR ONLINE PUBLICATION



**Case Number:** S2423000051

**Release Date:** January 2025

**Symptom/Vehicle Issue:** 2nd Row Seats Will Not Fold Forward When The Release Button Is Pressed And/Or Difficult To Relatch When Returning To The Seated Position.

**Customer Complaint/Technician Observation:** Seats will not pitch forward when the release button is pressed and/or difficult to relatch when returning from the pitch position.

**Discussion:** This document discusses the adjustment of both side latches in the seat and confirmation of the correct operation. If one of these conditions below is present, perform the repair procedure.

1. Seat will not pitch forward when using the pushbutton on the seat back after verifying the seat is powered and the switch is operational.
2. Seat has difficulty relatching when returning from pitch (latch will not engage on striker).

### Parts Required:

1mm thickness shims or feeler gage. Qty 4.

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### Repair Procedure:

1. Remove plastic trim pieces and substrate brackets shown in Fig 1 on the inboard and outboard sides of the seat. Refer to Service Library 23 - Body / Seats, Second Row / SIDE SHIELDS / Removal and Installation.

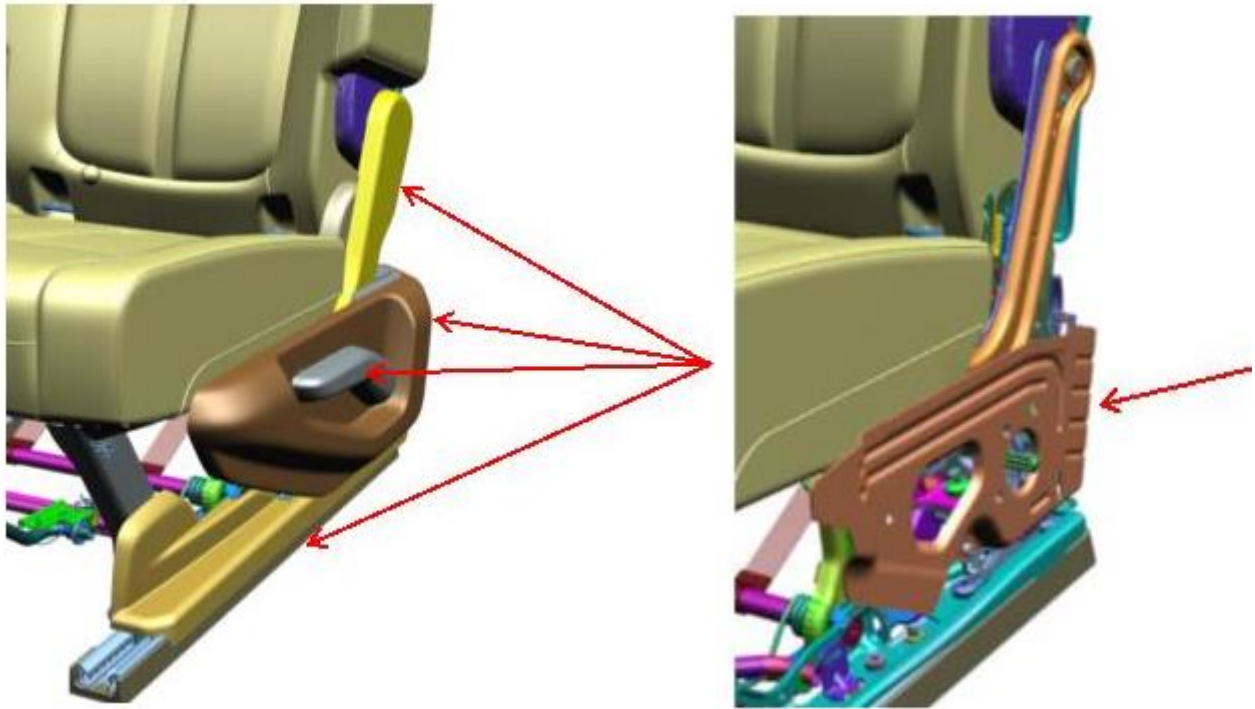


Fig 1.

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2. Loosen the 4 bolts of both inboard and outboard latches shown in Fig 2.

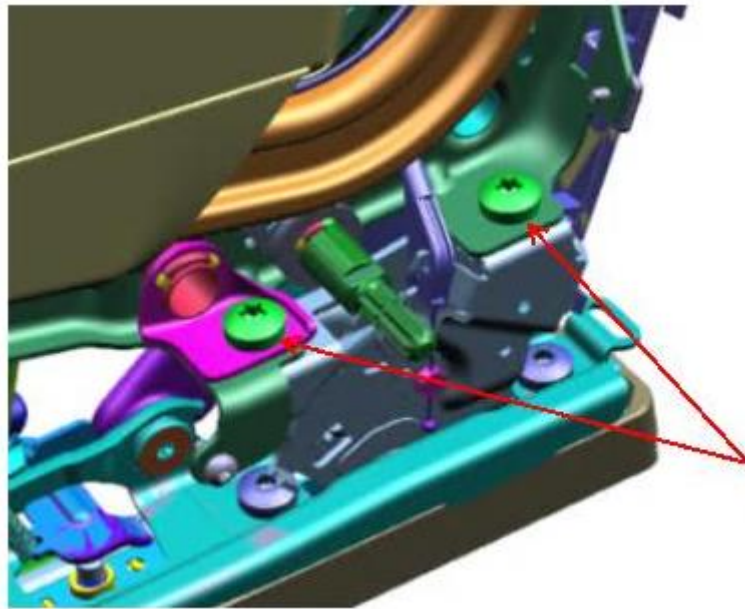


Fig 2.

2 Bolts Shown. Opposite Side Of Seat Also Has 2 Bolts. Loosen all 4.

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3. Place the shims between the overmold on the latch body and the Upper Track in each one of the latches in both sides to center it Fig. 3.

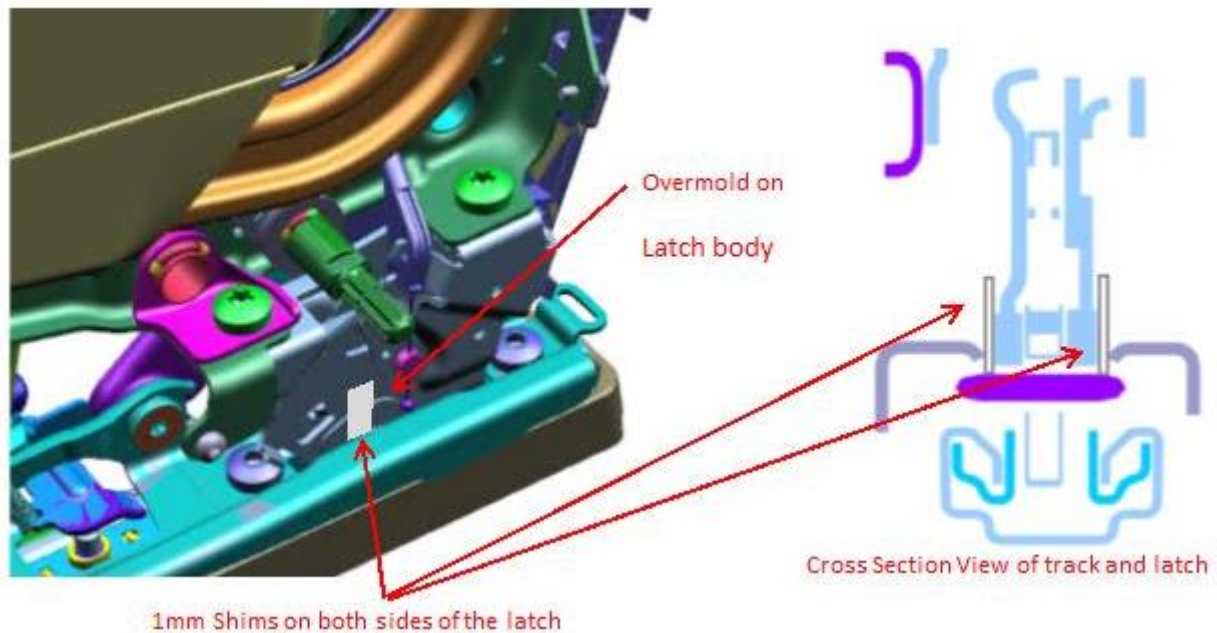


Fig 3.  
Shim Placement

4. Once the latches are centered, with the shims inserted, tighten the bolts (loosened in step 2) to 40Nm +/- 4Nm.
5. Remove the shims
6. Verify the seat operation.
7. Repeat centering operation if smooth release/latching does not occur.
8. Replace plastic trim parts.

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