

STAR ONLINE PUBLICATION

Case Number: S2123000028

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Symptom/Vehicle Issue: Noise From Under Seat With Occupant Seated.

Discussion: Some customers may experience a noise from under the front seat when sitting on cushion. Upon further investigation, a technician may notice the Flex Mat is not secured.

If you experience this condition, please review the seat from the bottom front to ensure that the flex mat wires (4 locations) are properly seated to the cushion pan. If they are not seated (Fig 1), lift the trim and foam to hook wires into cushion pan properly (Fig 2)

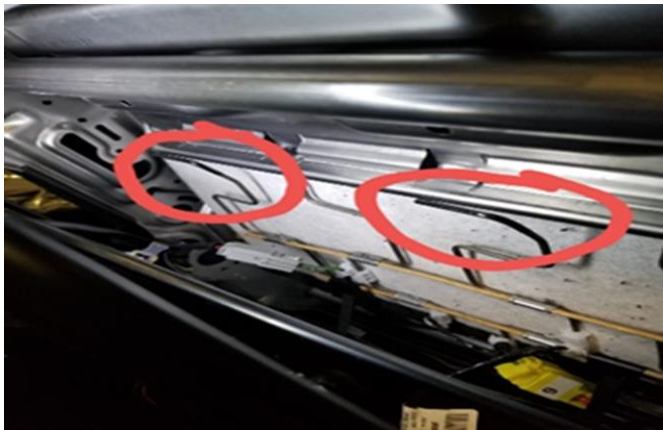


Fig 1 Mat Not Seated

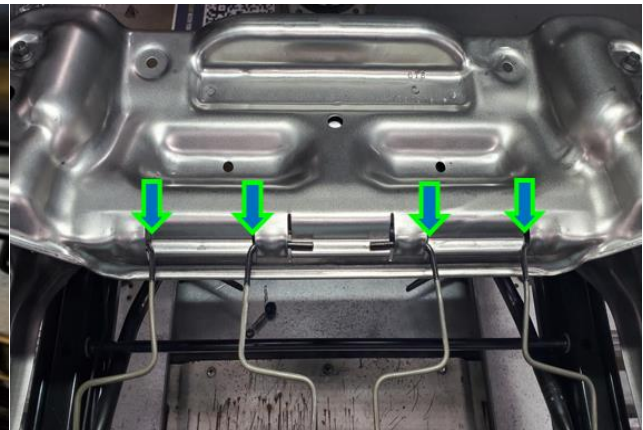


Fig 2 Mat Properly Seated

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 or eCONTACT ticket if no solution is found