# STAR ONLINE PUBLICATION

**Case Number:** S2223000076

**Release Date:** October 2022

**Symptom/Vehicle Issue:** Rear 60/40 Seat Back Will Not Unlatch To Fold Forward.

**Customer Complaint/Technician Observation:** Pulling the seat back release strap does not unlatch the seat back.

**Discussion**: The latch can be actuated by hand using a 90 degree pick tool. The below images have the seat unlatched and cover lifted to aid showing where to hook the latch mechanism. Behind the seat is difficult to access. Insert the pick into the release strap slot in the middle of the seat back where the release strap exits the seat back fabric. Using the pick, feel the latch and hook the lever. Pull downwards to release the seat back. Once the seat is unlatched, position release strap to allow actuation of the seat back latch.

**Note>>>** Use the Symptom/Vehicle Issue of this document to search the Master Tech App for a video showing this release process.

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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