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May 30, 2014

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: DEMONSTRATION / DELIVERY HOLD - Compliance Recall 14C03
Certain 2013-2014 Model Year C-MAX, Escape, Fusion, and MKZ Vehicles
Front Seat Backrest Frame Replacement

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Date Range
C-MAX	2013-2014	Michigan	July 23, 2012 through May 28, 2013
Escape	2013-2014	Louisville	June 5, 2012 through August 12, 2013
Fusion/MKZ	2013-2014	Hermosillo	August 15, 2012 through September 10, 2013

Affected vehicles are identified in OASIS. In addition, for a list of vehicles assigned to your dealership, visit <https://web.fsvinlists.dealerconnection.com>. This information was available on April 3, 2014.

REASON FOR THIS COMPLIANCE RECALL

Certain front driver and passenger seatback assemblies may have been produced with sub-standard weld joints attaching the seatback recliner mechanism to the seatback frame. A sub-standard recliner to seatback frame weld joint may separate, and the operator may notice noise in the seatback or a loose or leaning seatback. Sub-standard recliner to seatback welds may also not meet the requirements of S4.2 of Federal Motor Vehicle Safety Standard 207, potentially increasing the risk of injury in certain collisions.

SERVICE ACTION

Before demonstrating or delivering any of the vehicles involved in this recall, dealers are to replace the front seat backrest frames identified in Attachment VI. This service must be performed on all affected vehicles at no charge to the vehicle owner.

Due to part complexity, it is important to utilize the VIN specific 14C03 Part Availability Web Tool or Front Seat Backrest Frame Replacement Reference Table (Attachment VI) when an owner contacts the dealer to request a service date. This will ensure the correct parts are ordered and available for the scheduled service appointment.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of May 26, 2014. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

PLEASE NOTE:

Federal law requires dealers to complete this recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$7,000 per vehicle. Correct all vehicles in your new vehicle inventory before delivery.

ATTACHMENTS

- Attachment I: Administrative Information
 - Attachment II: Labor Allowances and Parts Ordering Information
 - Attachment III: C-MAX/Escape Technical Information
 - Attachment IV: Fusion Technical Information
 - Attachment V: MKZ Technical Information
 - Attachment VI: Front Seat Backrest Frame Replacement Reference Table
- Owner Notification Letter

QUESTIONS & ASSISTANCE

- Special Service Support Center (Dealer Assistance Only) 1-800-325-5621
- Special Service Support Center (Parts Ordering) 1-800-207-2444

Sincerely,



Michael A. Berardi

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 14C03
Certain 2013 - 2014 Model Year C-MAX, Escape, Fusion, and MKZ Vehicles
Front Seat Backrest Frame Replacement

OASIS ACTIVATED?

Yes, OASIS was activated on April 3, 2014.

FSA VIN LIST ACTIVATED?

Yes, FSA VIN list will be available through <https://web.fsvinlists.dealerconnection.com> on May 30, 2014. Owner names and addresses will be available by June 6, 2014.

NOTE: Your FSA VIN list may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this recall is a violation of law in several states, provinces, and countries.

Accordingly, you must limit the use of this listing to the follow-up necessary to complete this recall.

STOCK VEHICLES

Correct all affected units in your new vehicle inventory before delivery.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.

TITLE BRANDDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this recall.

RELATED DAMAGE

If a related damage condition exists that you believe to be caused by the covered condition, call the Special Service Support Center to request approval **prior** to the repair of any related damage. Requests for approval after completion of the repair will not be granted. Ford Motor Company reserves the right to deny coverage for related damage in cases where the vehicle owner has not had this recall performed on a timely basis. Additional related damage parts are subject to random selection for return to the Ford Warranty Parts Analysis Center (WPAC).

ADDITIONAL LABOR TIME

- If a condition exists that requires additional labor to complete the repair, call the Special Service Support Center to request approval **prior** to performing any additional labor. Requests for approval after completion of the repair will not be granted.
- If you encounter aftermarket equipment or modifications to the vehicle which might prevent the repair of the covered condition, call the Special Service Support Center.

OWNER REFUNDS

Refunds are not authorized for this program.

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 14C03
Certain 2013 - 2014 Model Year C-MAX, Escape, Fusion, and MKZ Vehicles
Front Seat Backrest Frame Replacement

RENTAL VEHICLES

With proper parts ordering and service appointment scheduling, rental vehicles should not be required; however, Ford Motor Company will pay for one day of vehicle rental if needed. Follow Extended Service Plan (ESP) guidelines for dollar amounts. The daily rate can include applicable taxes but is not allowed to exceed the stated daily rate. Rentals will only be reimbursed for the day the vehicle is at the dealership for part replacement. Prior approval for more than one rental day is required from the Special Service Support Center (1-800-325-5621).

LINCOLN CLIENT SPECIAL HANDLING (Applies to sold vehicles only)

To "surprise & delight" Lincoln Owners; Lincoln Dealers are authorized to provide the following services to MKZ owners under Safety Recall 14C03 up to a maximum combined value of \$100.

- Lincoln Service Loaner (Rental beyond standard one day ESP guideline)
- Fuel Fill
- Vehicle Pick-up and Delivery
- Vehicle Wash and Vacuum (this is expected as part of the Lincoln Commitment Program)

This program is exclusive to Lincoln Dealers. Ford Stand-alone Dealerships servicing Lincoln Owners are not authorized to claim the special handling allowance. Owners will not be notified of this service in owner mailings.

CLAIMS PREPARATION AND SUBMISSION

- Enter claims using Direct Warranty Entry (DWE).
- Refer to ACESII manual for claims preparation and submission information.
- Refer to Attachment VI for specific VIN Labor Operation information if needed.
- For rental vehicle claiming, follow Extended Service Plan (ESP) guidelines for dollar amounts. Enter the total amount of the rental expense under Miscellaneous Expense code "Rental".
- For Lincoln Client Special Handling (sold vehicles only), claim up to a maximum combined value of \$100. All Special Handling claims must be on the same repair line.
 - **Rental:** Enter Miscellaneous Expense Code "RENTAL".
 - Misc. Expense Code: RENTAL
 - Misc. Expense Amount: Total amount
 - **Fuel Fill:** Enter Miscellaneous Expense Code "FUEL".
 - Misc. Expense Code: FUEL
 - Misc. Expense Amount: Total amount
 - **Vehicle Pick-up and Delivery:** Enter Miscellaneous Expense Code "LCHP".
 - Misc. Expense Code: LCHP
 - Misc. Expense Amount: Total amount

NOTE: Maintain supporting documentation for all Miscellaneous Expenses according to procedure as identified in the Warranty and Policy Manual.

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 14C03
Certain 2013 - 2014 Model Year C-MAX, Escape, Fusion, and MKZ Vehicles
Front Seat Backrest Frame Replacement

CLAIMS PREPARATION AND SUBMISSION (CONTINUED)

- Related damage must be claimed on a repair line that is separate from the repair line on which the FSA is claimed. Related damage requires prior approval from the Special Service Support Center.
- "MT" labor should be submitted on a separate repair line with the related damage flag checked. "MT" labor requires prior approval from the Special Service Support Center.

DEMONSTRATION / DELIVERY HOLD - Compliance Recall 14C03
Certain 2013 - 2014 Model Year C-MAX, Escape, Fusion, and MKZ Vehicles
Front Seat Backrest Frame Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
C-MAX/Escape – Replace one seat backrest frame	14C03B	1.3 Hours
C-MAX/Escape – Replace both seat backrest frames	14C03C	2.2 Hours
Fusion – Replace one seat backrest frame	14C03D	1.4 Hours
Fusion – Replace both seat backrest frames	14C03E	2.3 Hours
MKZ – Replace one seat backrest frame	14C03F	1.3 Hours
MKZ – Replace both seat backrest frames	14C03G	2.3 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Quantity
Refer to the VIN specific 14C03 Part Availability Web Tool	Front seat backrest parts kit	1 kit per seat

The DOR/COR number for this recall is 50535.

To manage part complexity and availability, dealers must use the web link below to access the VIN specific 14C03 Part Availability Web Tool.

The VIN specific web tool link is located in the web index box for this recall at www.FMCDealer.com, or go to <https://www.techhotline.dealerconnection.com/dealerpa/Lookup14C03Data.aspx>. This VIN specific web tool will ensure the correct parts are ordered for each affected VIN.

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy.

Questions regarding parts should be directed to the Special Service Support Center Parts Order Line (1-800-207-2444) or E-mailed to: Ford@Renkim.com.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 "WARRANTY PARTS RETENTION AND RETURN POLICIES."

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2013 THROUGH 2014 MODEL YEAR C-MAX AND ESCAPE VEHICLES — FRONT SEAT BACKREST FRAME REPLACEMENT

OVERVIEW

Certain front driver and passenger seat backrest frame assemblies may have been produced with sub-standard weld joints attaching the seat backrest frame recliner mechanism to the seat backrest frame. A sub-standard recliner to seat backrest frame weld joint may separate, and the operator may notice noise in the seat back or a loose or leaning seat backrest. Sub-standard recliner to seat backrest welds may also not meet the requirements of S4.2 of Federal Motor Vehicle Safety Standard 207, potentially increasing the risk of injury in certain collisions.

Remove and replace only the affected front seat backrest frame(s) identified in Attachment VI.

NOTE: All necessary hardware is included in the front seat backrest parts kit.

SERVICE PROCEDURE

Removal

⚠ WARNING: Front seat backrest trim covers installed on seats equipped with seat side airbags cannot be repaired. A new trim cover must be installed. Cleaning is permissible. Failure to follow these instructions may result in the seat side airbag deploying incorrectly and increase the risk of serious personal injury or death in a crash.

1. Remove the front seat. Discard the seat-to-floor bolts. For important warnings and additional information, refer to Workshop Manual (WSM) Section 501-10A.
2. Remove and discard the front head restraint guide sleeves. For additional information, refer to WSM Section 501-10A.



3. Disconnect both electrical connectors from under the seat assembly and release the harness pin-type retainers from the connectors and the wire harnesses. See Figure 1.

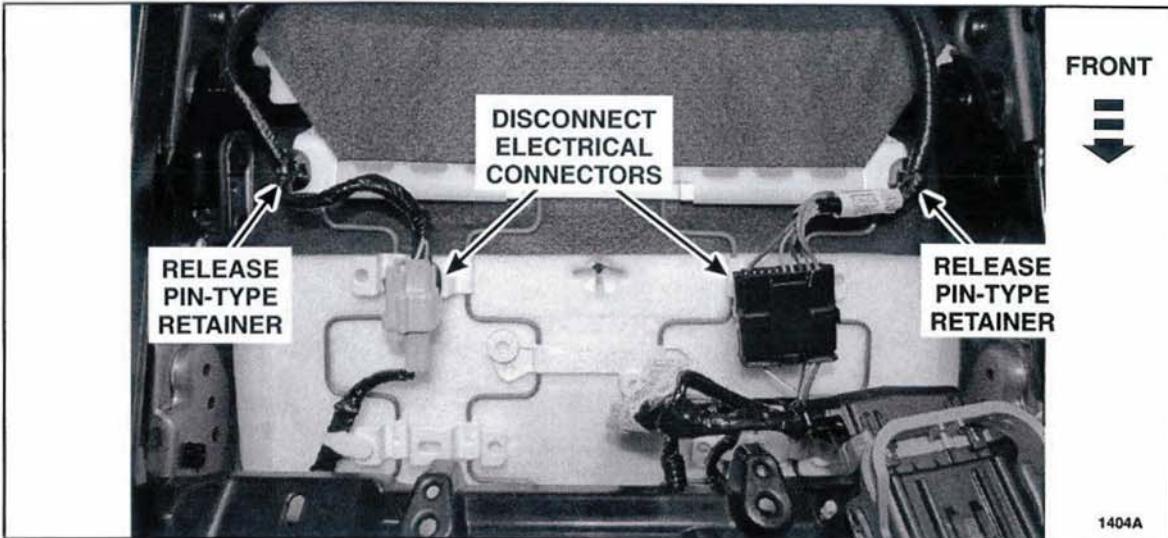


FIGURE 1

4. Release the backrest cover straps from the seat bottom. See Figure 2.

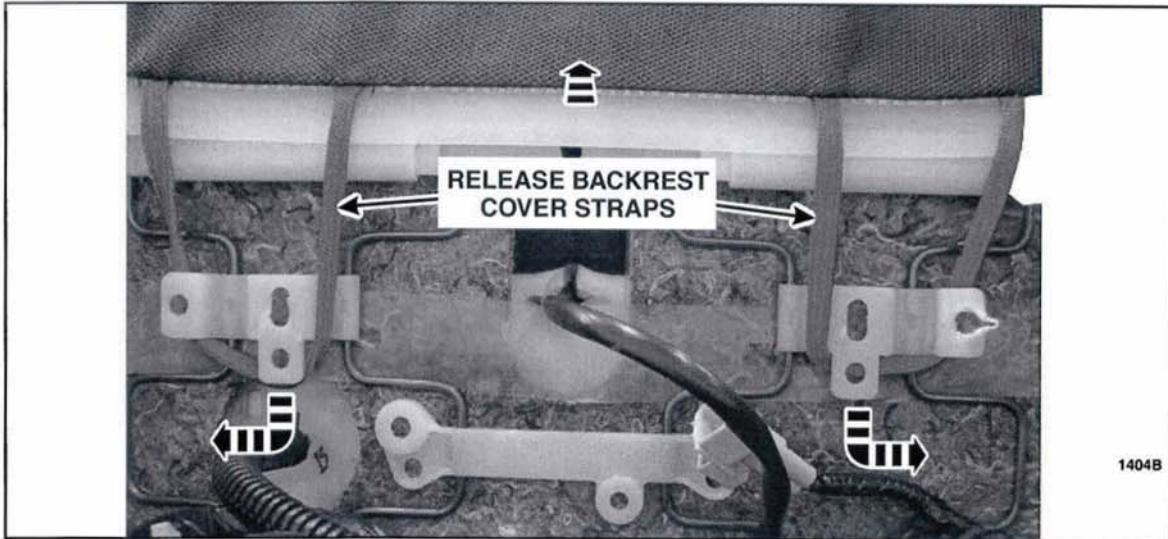


FIGURE 2



5. Release the backrest cover lower J-clip. Remove and discard the two pin-type retainers. See Figure 3.

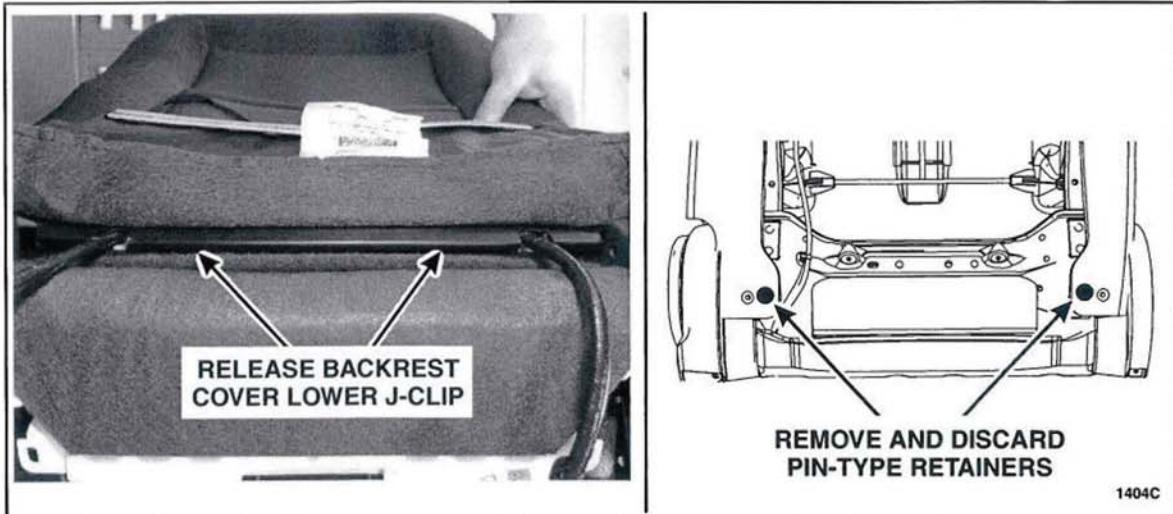


FIGURE 3

6. Unclip the side airbag deployment chute and position it away from the airbag. See Figure 4.

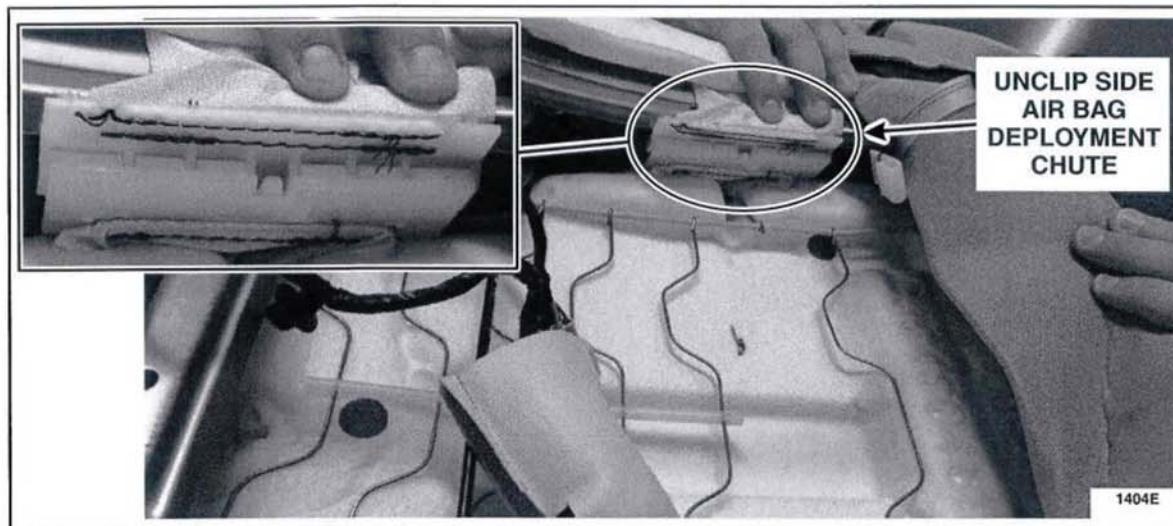


FIGURE 4



7. Position the seat backrest cover up far enough to access the upper J-clip as well as the side clips. See Figure 5.

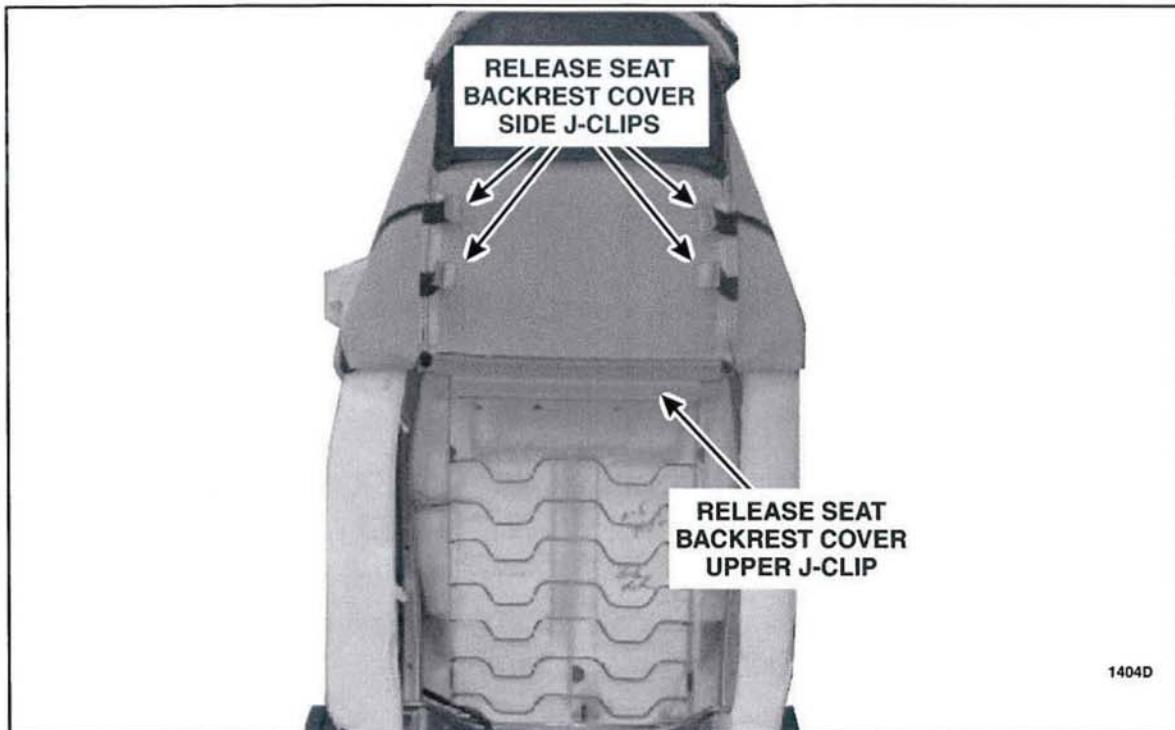


FIGURE 5

8. Remove and discard the two side air bag nuts. See Figure 6.



FIGURE 6



NOTE: Take note of the airbag installed position prior to removing.

9. Position the side air bag away from the backrest frame and disconnect the electrical connector. Remove the side air bag. See Figure 7.

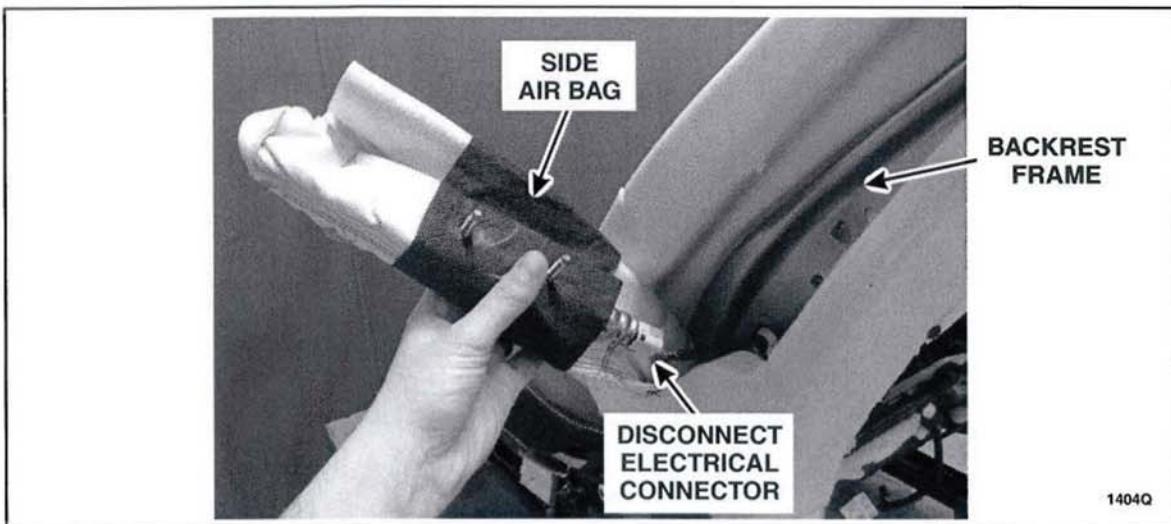


FIGURE 7

10. Position the backrest cover up to the row of hog rings on the seat backrest cushion. **Do not** remove the hog rings. See Figure 8.



FIGURE 8



11. If equipped, remove the height adjustment and seat recliner handles. Discard the height adjustment handle. See Figure 9.

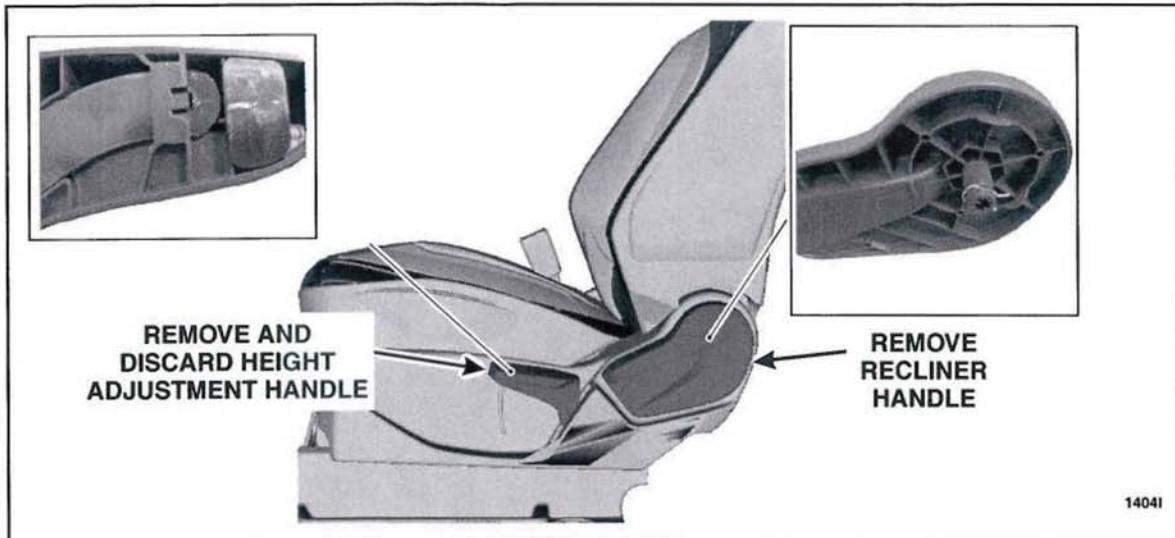


FIGURE 9

12. Remove the side cushion cover.

- a. Remove the two side cushion cover screws. See Figure 10.
- b. At the location shown in Figure 11 #1, pull out to release the retaining clips.
- c. At the location shown in Figure 11 #2, pull up and out to release the upper retaining tab.
- d. As shown in Figure 11 #3, slide the cover forward to remove from the seat.
- e. Disconnect the seat control switch electrical connector if equipped.

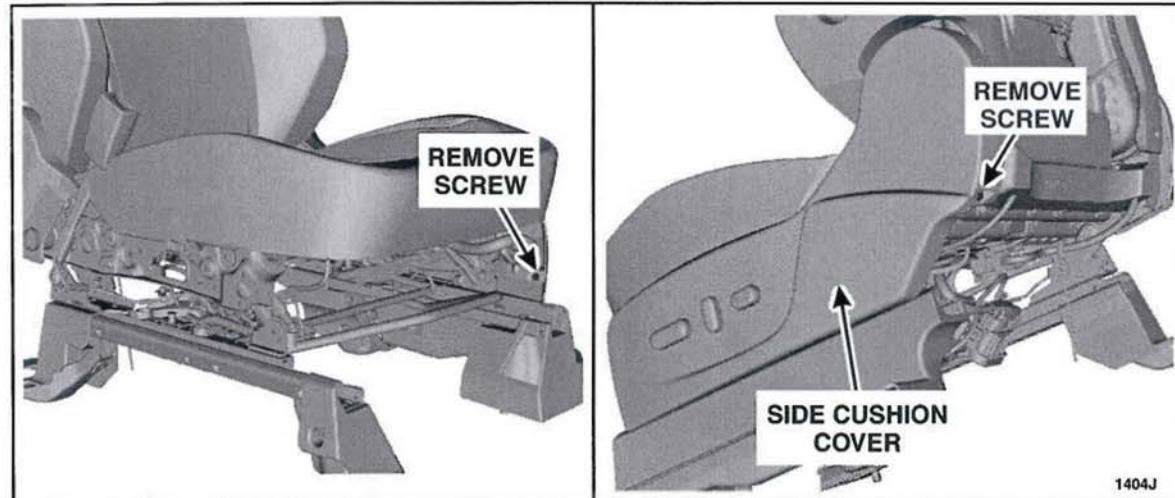


FIGURE 10



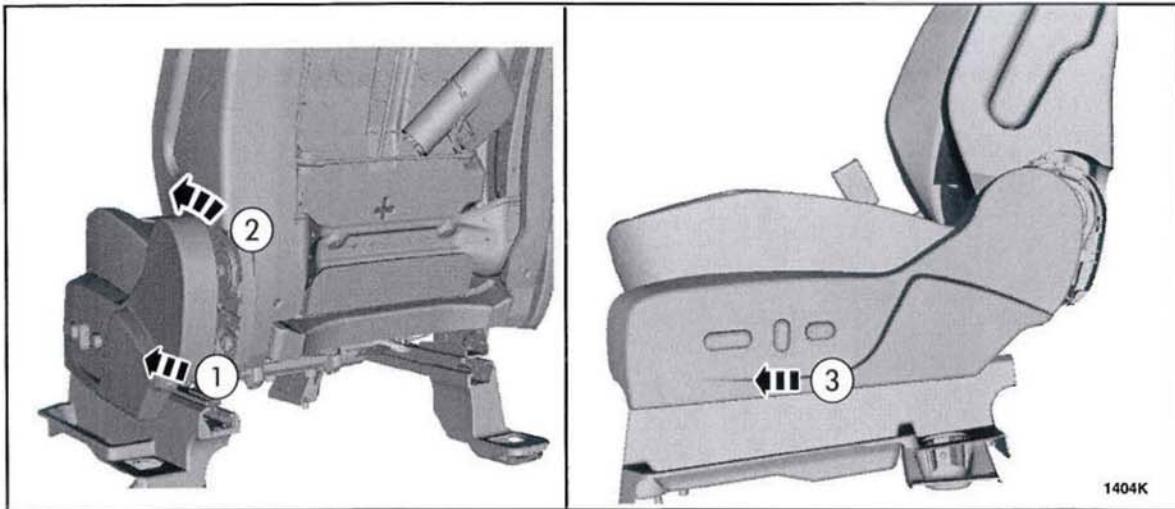


FIGURE 11

13. Remove the recliner cover. See Figure 12.

- Remove the two recliner cover screws.
- Pull up and out on the top portion of the recliner cover to release it from the recliner.

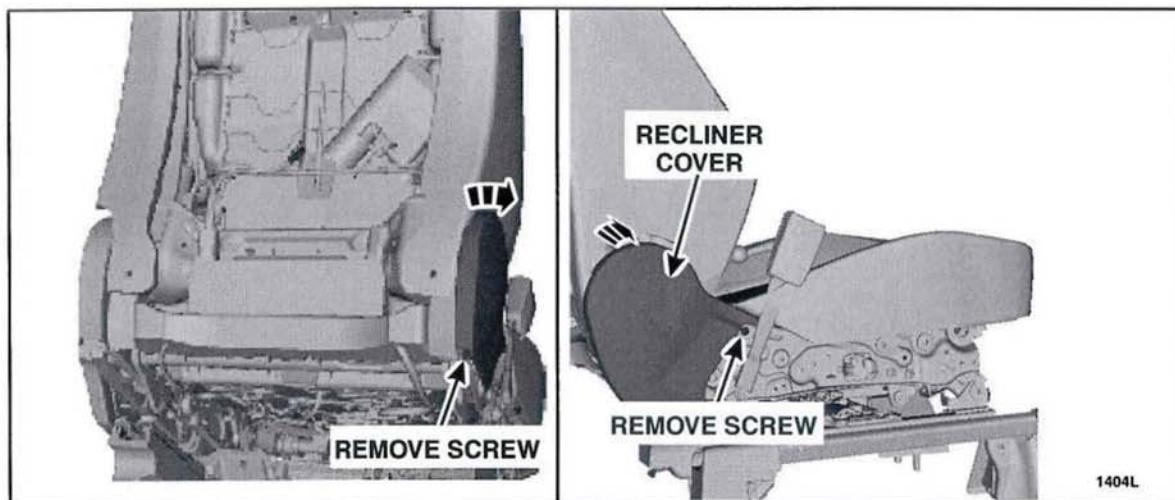


FIGURE 12



14. Remove the two screws and the side cushion cover rear bracket. See Figure 13.

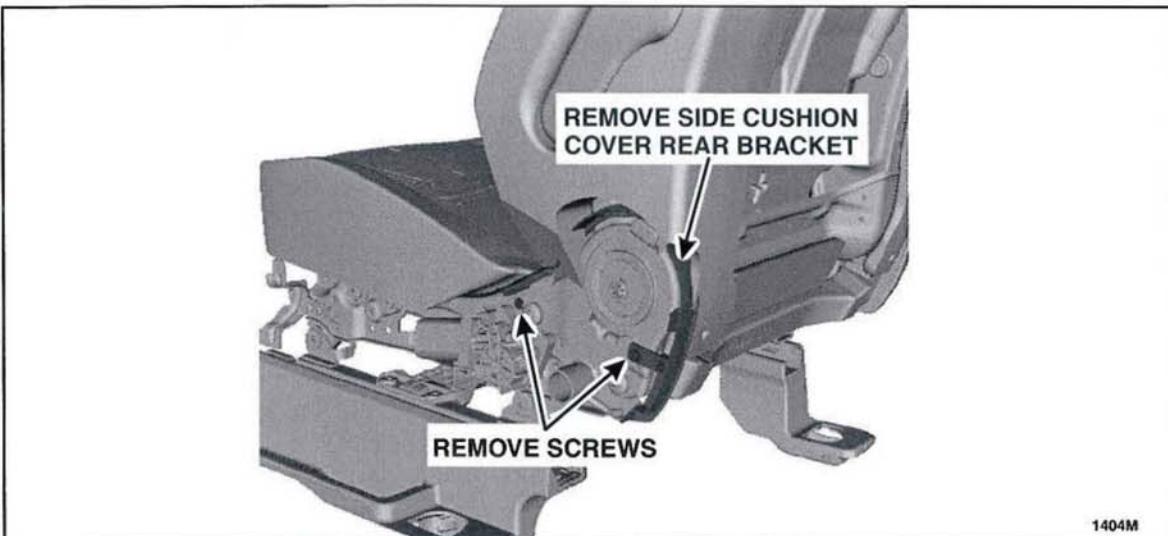


FIGURE 13

15. If equipped, disconnect the heated seat backrest electrical connector and detach the connector from the seatback frame. See Figure 14.

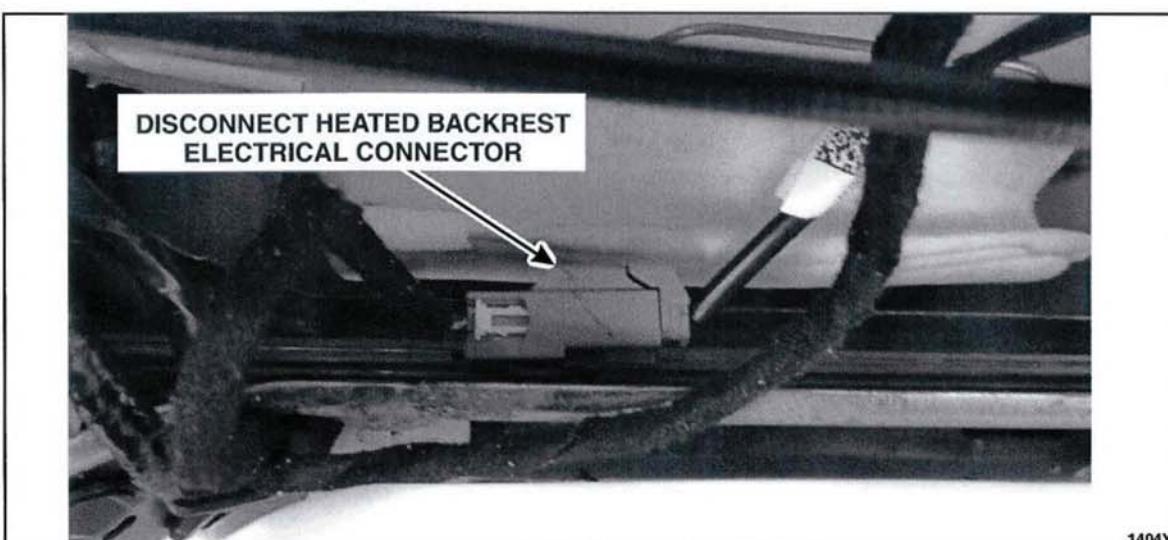


FIGURE 14



16. Remove the four torx bolts and the backrest frame. Discard the bolts. See Figure 15.

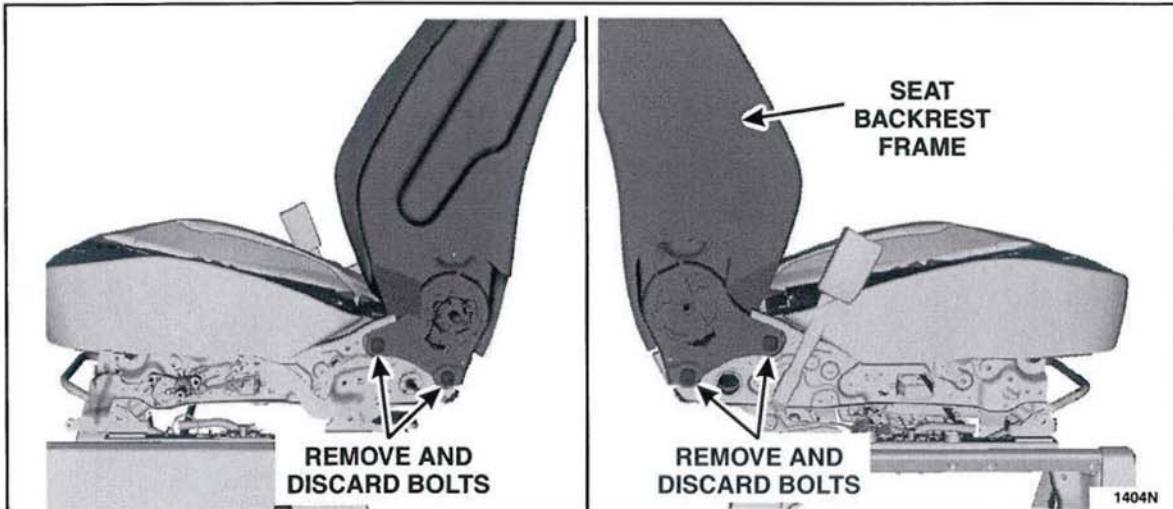


FIGURE 15

17. Release the foam pad from the backrest frame and remove the frame. See Figure 16.

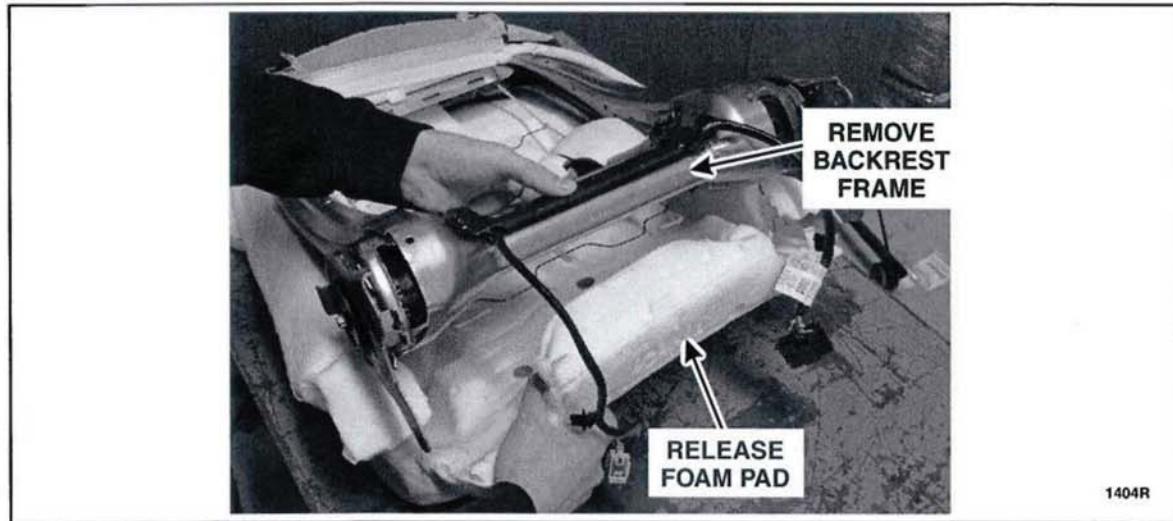


FIGURE 16



18. If equipped, disconnect the lumbar and recliner motor electrical connectors, and remove the air bag wire pin-type retainer from the backrest frame. See Figure 17.

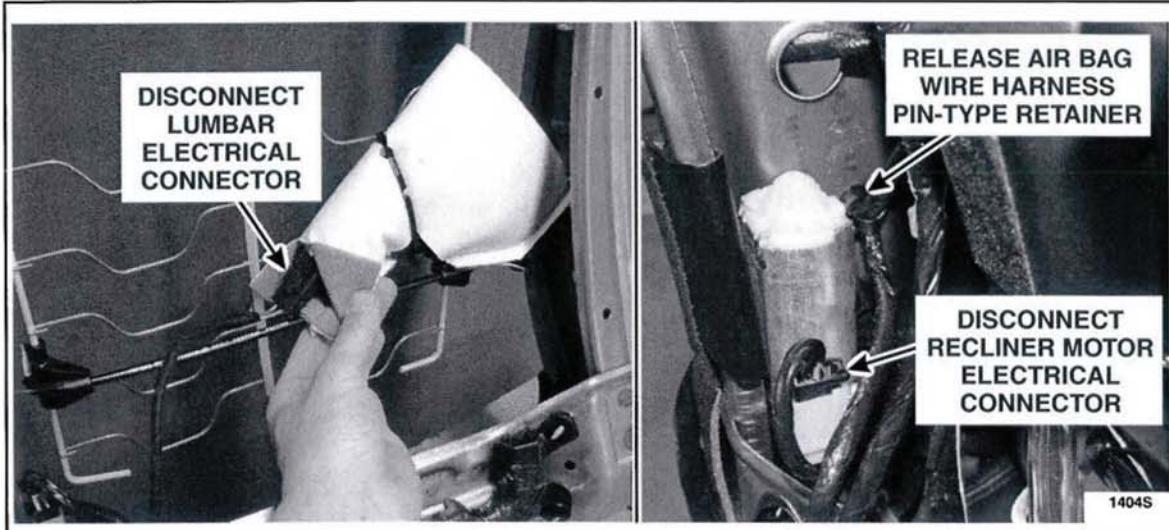


FIGURE 17

19. If equipped, remove the main wire harness from the backrest frame. See Figure 18.



FIGURE 18



20. Remove the lumbar assembly from the backrest frame. Discard the backrest frame.
See Figure 19.

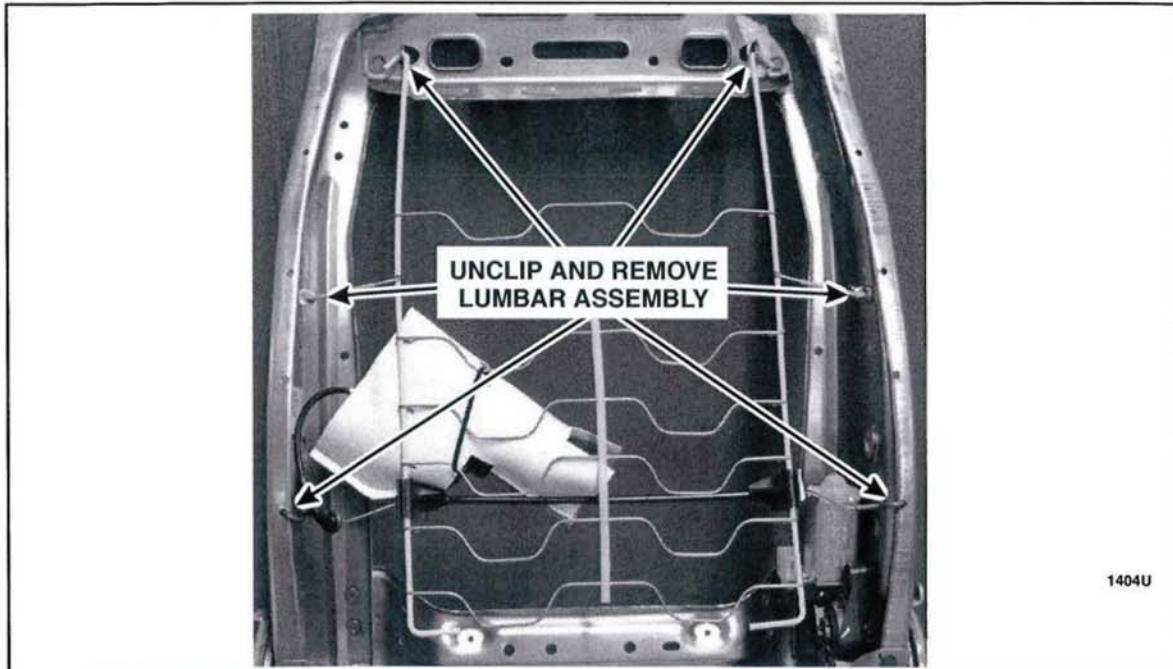


FIGURE 19

Installation

1. Install the lumbar assembly onto the *new* seat backrest frame. See Figure 19.
2. Install the main wiring harness onto the backrest frame. See Figure 18.
3. Connect the lumbar and recliner motor electrical connectors, and secure the air bag wire pin-type retainer to the backrest frame. See Figure 17.
4. Install the foam pad over the *new* seat backrest frame. See Figure 16.



5. Install the seat backrest:

- a. Thread all four *new* torx bolts approximately four turns by hand in the sequence shown in Figure 20.
- b. Tighten torx bolts to 45 Nm (33 lb-ft) in the sequence shown in Figure 20.

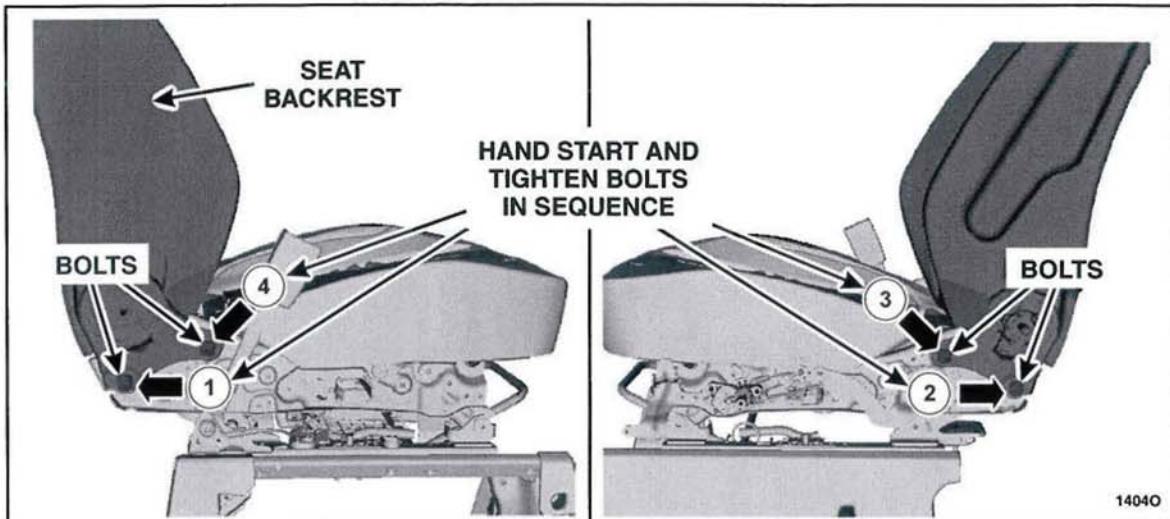


FIGURE 20

6. If equipped, connect the heated seat backrest electrical connector and attach the connector to the seatback frame. See Figure 14.
7. Install the side cushion cover rear bracket and tighten the two screws. See Figure 13.
8. Install the recliner cover. See Figure 12.
 - a. Install the upper portion of the recliner cover over the recliner first to avoid damaging the cover.
 - b. Install and tighten the two screws.
9. Install the side cushion cover. See Figure 10 and 11.
 - a. Connect the seat control switch electrical connector if equipped.
 - b. Slide the cover into the retaining tab on the seat.
 - c. Install the upper portion of the recliner cover over the bracket first to avoid damaging the cover.
 - d. Install and tighten the two screws.



10. **NOTE:** Before installing the height adjustment handle, check that the cap is positioned correctly.

If equipped, install a *new* height adjustment handle and reinstall the seat recliner handle. See Figure 21.



FIGURE 21

WARNING: Inspect the seat side airbag, airbag cavity, mounting surface and deployment chute for damage or the presence of foreign material. Remove all foreign material. Install a *new* side airbag if it is damaged. Install a *new* deployment chute if the deployment chute is damaged. Failure to follow these instructions may result in the seat side airbag deploying incorrectly and increase the risk of serious personal injury or death in a crash.

NOTE: Make sure that the air bag is installed in the position noted during disassembly.

11. Connect the side air bag electrical connector and reposition the air bag into the backrest frame. See Figure 7.
12. Install the two *new* side air bag nuts. See Figure 6.
 - Tighten nuts to 6 Nm (53 lb-in).
13. Attach the upper J-clip and side J-clips as you position the seat cover down over the backrest foam pad. See Figure 5.
14. Clip the side airbag deployment chute around the backrest frame. See Figure 4.
15. Install the two *new* pin-type retainers and attach the backrest cover lower J-clip. See Figure 3.
16. Attach the backrest cover straps to the seat bottom. See Figure 2.
17. Connect both under seat electrical connectors and attach the harness pin-type retainers. See Figure 1.



18. Install the *new* front head restraint guide sleeves. For additional information, refer to WSM Section 501-10A.
19. Install the front seat using *new* seat-to-floor bolts. For additional information, refer to WSM Section 501-10A.



CERTAIN 2013 THROUGH 2014 MODEL YEAR FUSION VEHICLES — FRONT SEAT BACKREST FRAME REPLACEMENT

OVERVIEW

Certain front driver and passenger seat backrest frame assemblies may have been produced with sub-standard weld joints attaching the seat backrest frame recliner mechanism to the seat backrest frame. A sub-standard recliner to seat backrest frame weld joint may separate, and the operator may notice noise in the seat back or a loose or leaning seat backrest. Sub-standard recliner to seat backrest welds may also not meet the requirements of S4.2 of Federal Motor Vehicle Safety Standard 207, potentially increasing the risk of injury in certain collisions.

Remove and replace only the affected front seat backrest frame(s) identified in Attachment VI.

NOTE: All necessary hardware is included in the front seat backrest parts kit.

SERVICE PROCEDURE

Removal

⚠ WARNING: Front seat backrest trim covers installed on seats equipped with seat side airbags cannot be repaired. A new trim cover must be installed. Cleaning is permissible. Failure to follow these instructions may result in the seat side airbag deploying incorrectly and increase the risk of serious personal injury or death in a crash.

1. Remove the front seat. Discard the seat-to-floor bolts. For important warnings and additional information, refer to Workshop Manual (WSM) Section 501-10A.
2. Remove and discard the front head restraint guide sleeves. For additional information, refer to WSM Section 501-10A.
3. Remove the side air bag and discard the nuts. For additional information, refer to WSM Section 501-20B.



4. Unzip the remaining (non-air bag side) backrest cover zipper. See Figure 1.



FIGURE 1

5. Remove the two hard back panel screws and the two backrest cover pin-type retainers. Discard the pin-type retainers. See Figure 2.

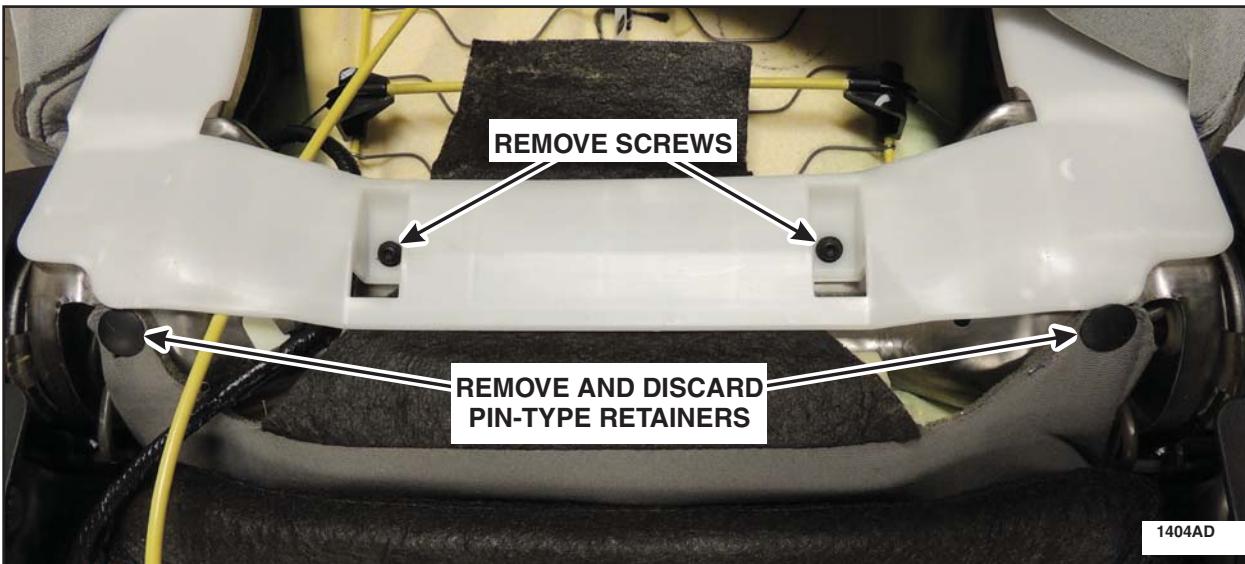


FIGURE 2



6. Release the backrest cover lower J-clip. See Figure 3.



FIGURE 3

7. Remove and discard the three backrest cover pin-type retainers and slide the plastic clip out from under the hard back panel at the side air bag location on the seat. See Figure 4.

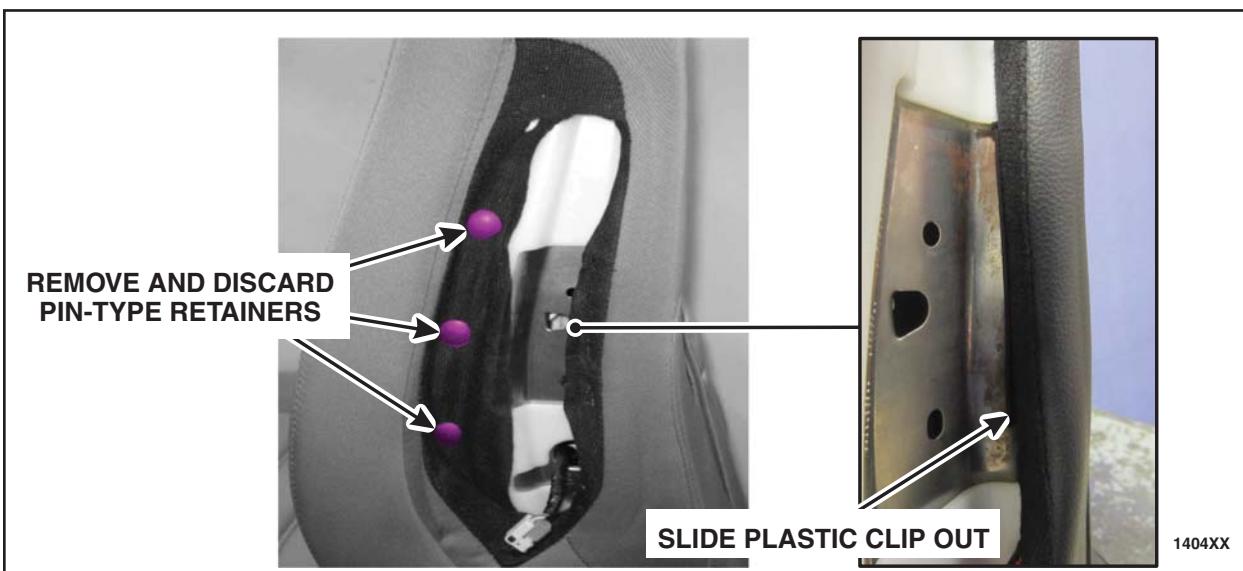
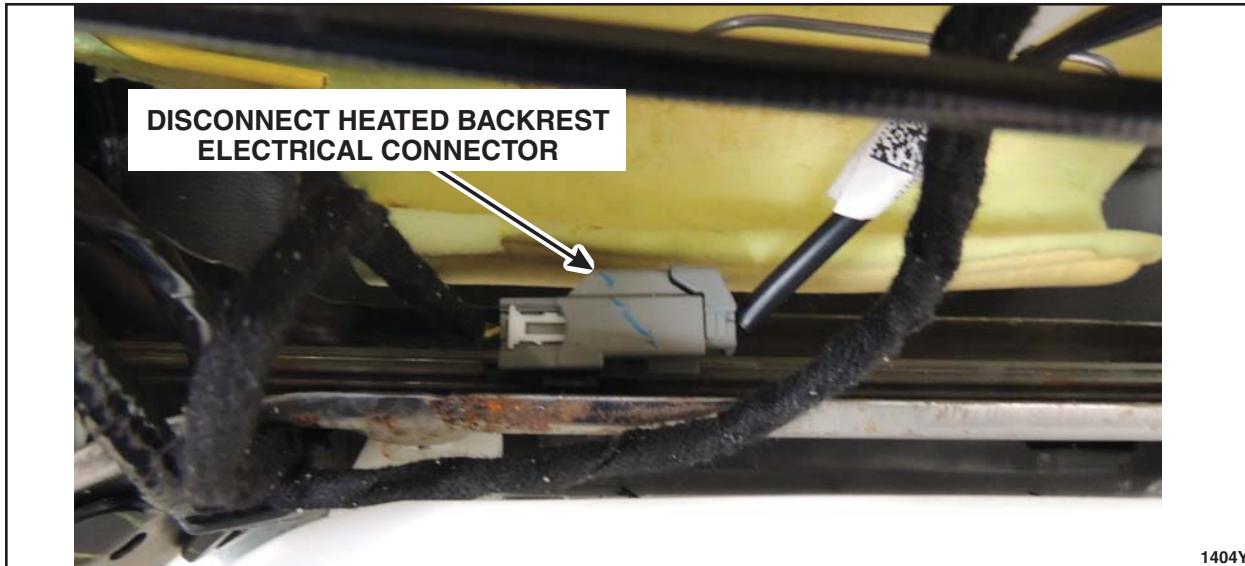


FIGURE 4



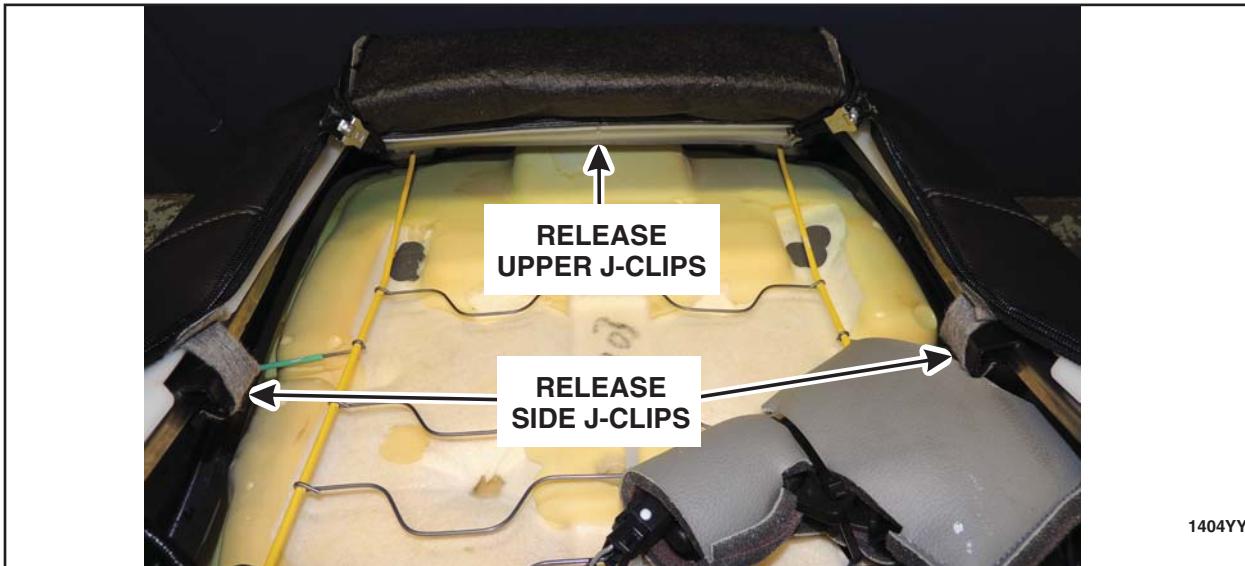
8. If equipped, disconnect the heated seat backrest electrical connector and detach the connector from the backrest frame. See Figure 5.



1404Y

FIGURE 5

9. Release the seat backrest cover upper and side J-clips. See Figure 6.



1404YY

FIGURE 6



10. Lift the seat backrest cover up and over the hard back panel and remove the seat backrest cover and cushion. See Figure 7.

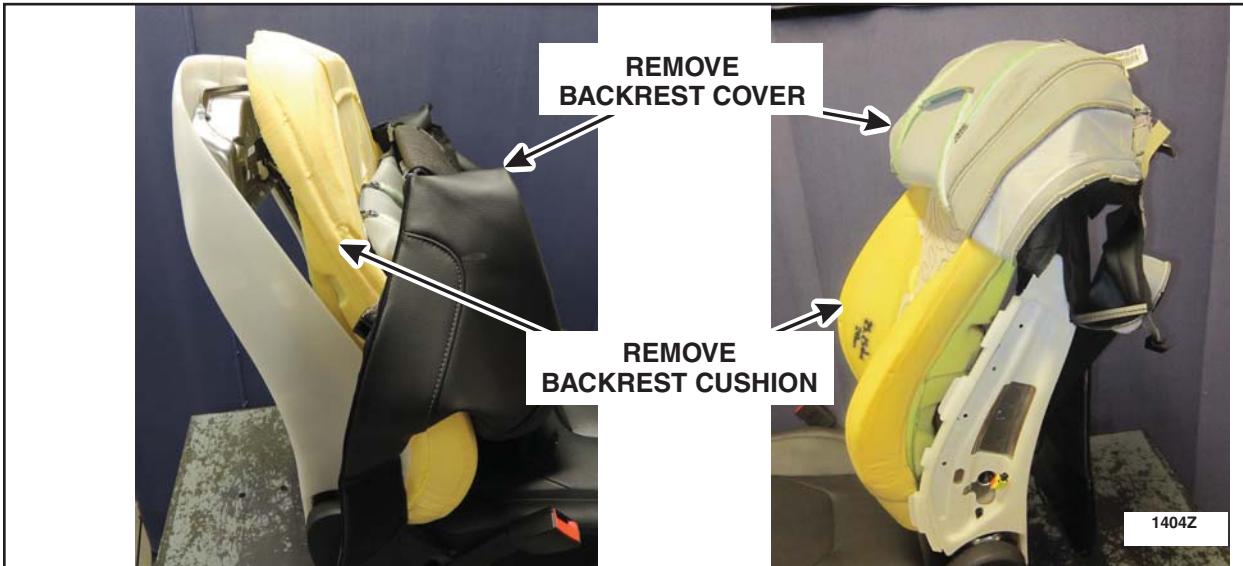


FIGURE 7

11. Remove the hard back panel pin-type retainers and the hard back panel. Discard the pin-type retainers. See figure 8.

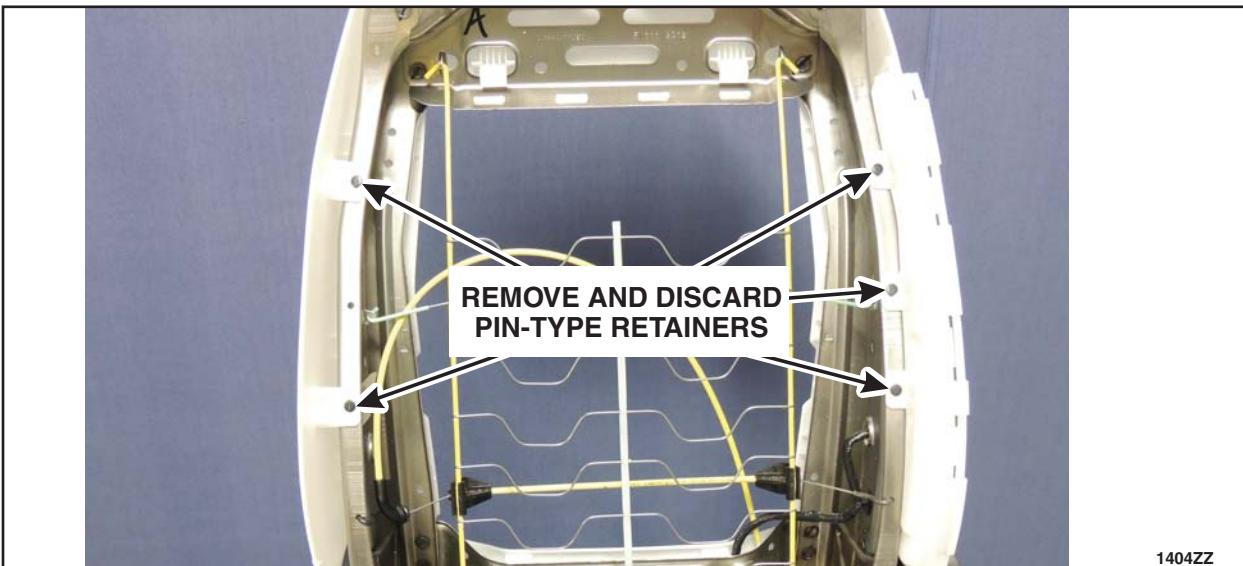


FIGURE 8



12. If equipped, remove the lumbar adjustment, the height adjustment and seat recliner handles. Discard the height adjustment handle. See figure 9.

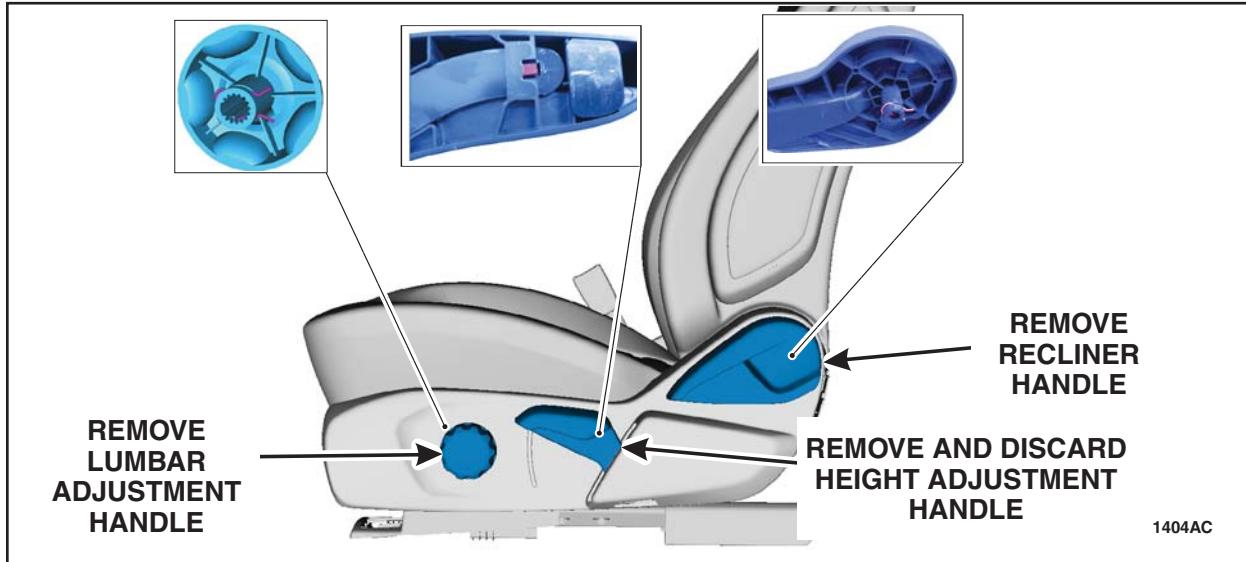


FIGURE 9

13. Remove the side cushion cover.

- Remove the two side cushion cover screws. See Figure 10.
- At the location shown in Figure 11 #1, pull out to release the retaining clips.
- At the location shown in Figure 11 #2, pull up and out to release the upper retaining tab.
- As shown in Figure 11 #3, slide the cover forward to remove from the seat.
- Disconnect the seat control switch electrical connector if equipped.

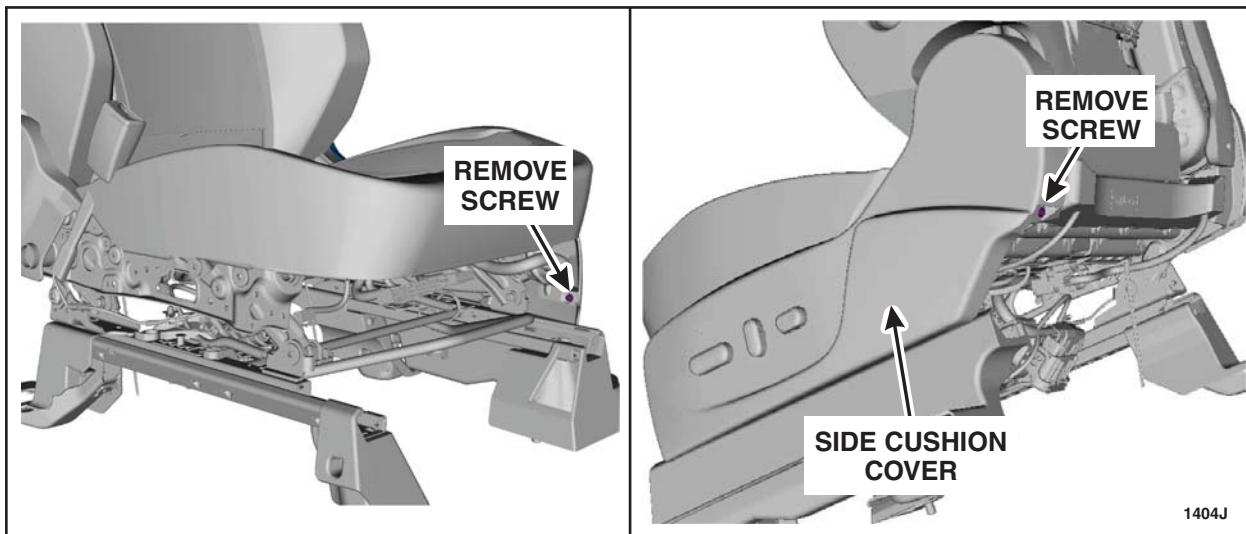


FIGURE 10



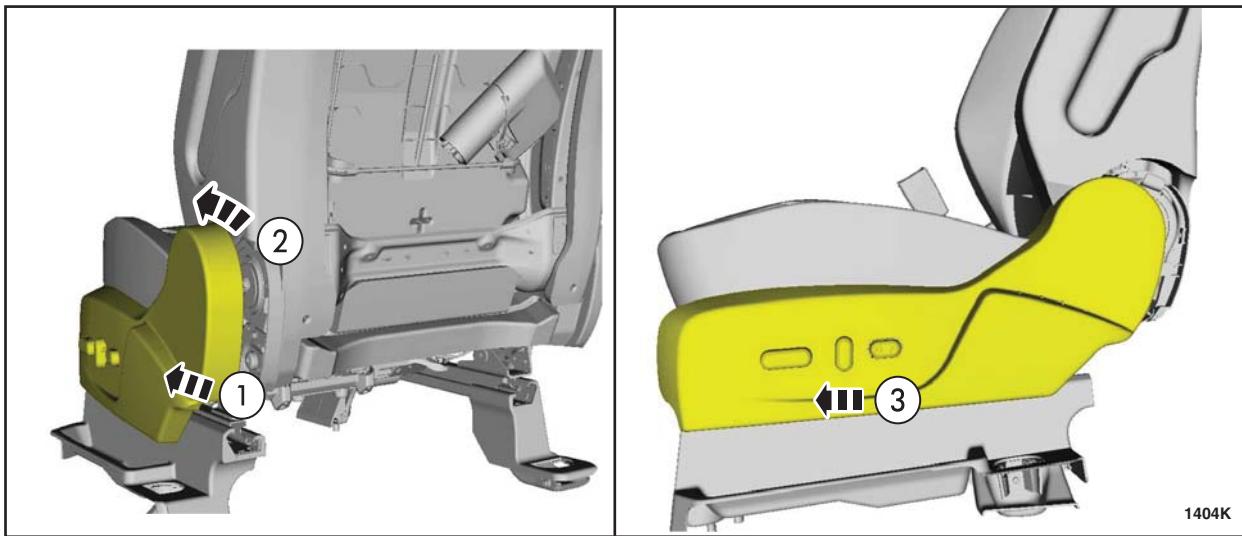


FIGURE 11

14. Remove the recliner cover. See Figure 12.

- Remove the two recliner cover screws.
- Pull up and out on the top portion of the cover to release it from the recliner.

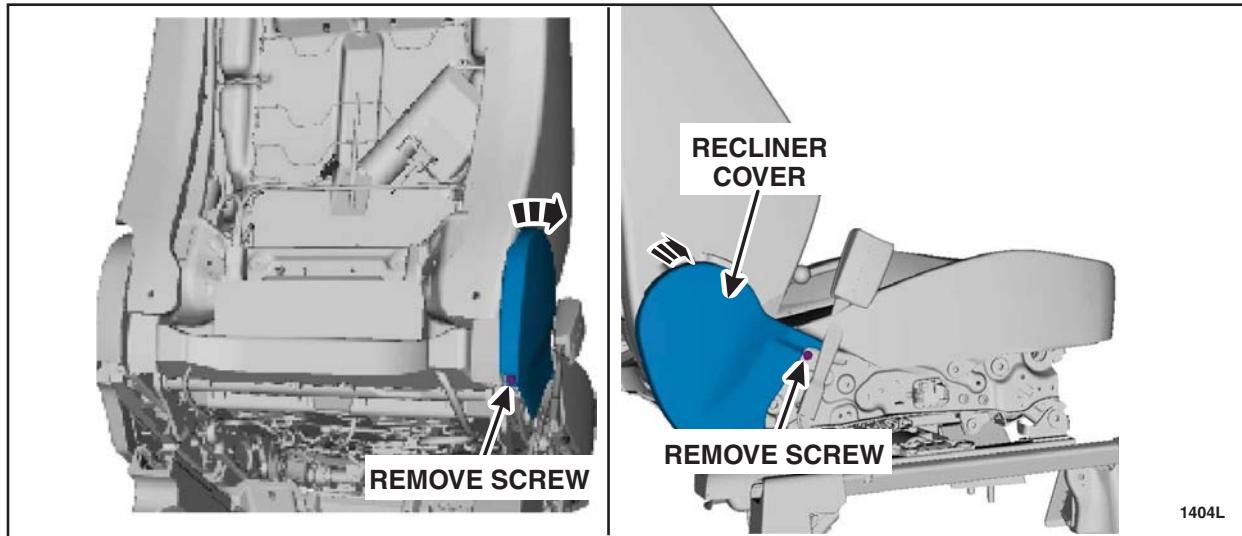


FIGURE 12

15. If equipped, disconnect the wiring harness and lumbar support cable pin-type retainers. See Figure 13.

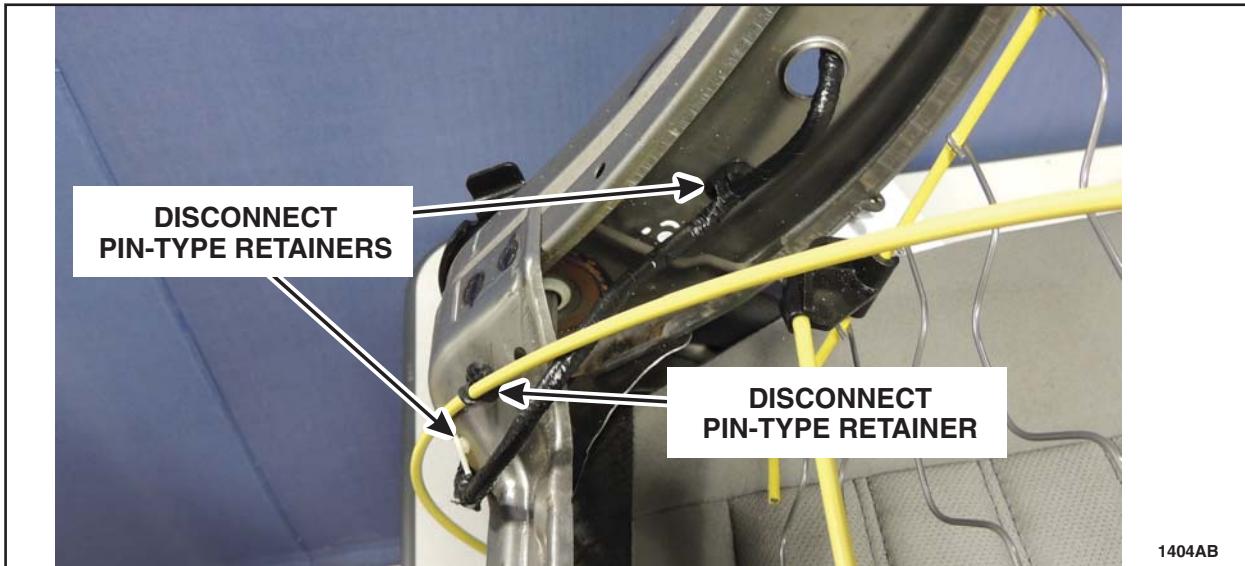


FIGURE 13

16. If equipped, disconnect the lumbar and recliner motor electrical connectors, and remove the air bag wire pin-type retainer from the backrest frame. See Figure 14.



FIGURE 14



17. If equipped, remove the main wiring harness from the backrest frame. See Figure 15.

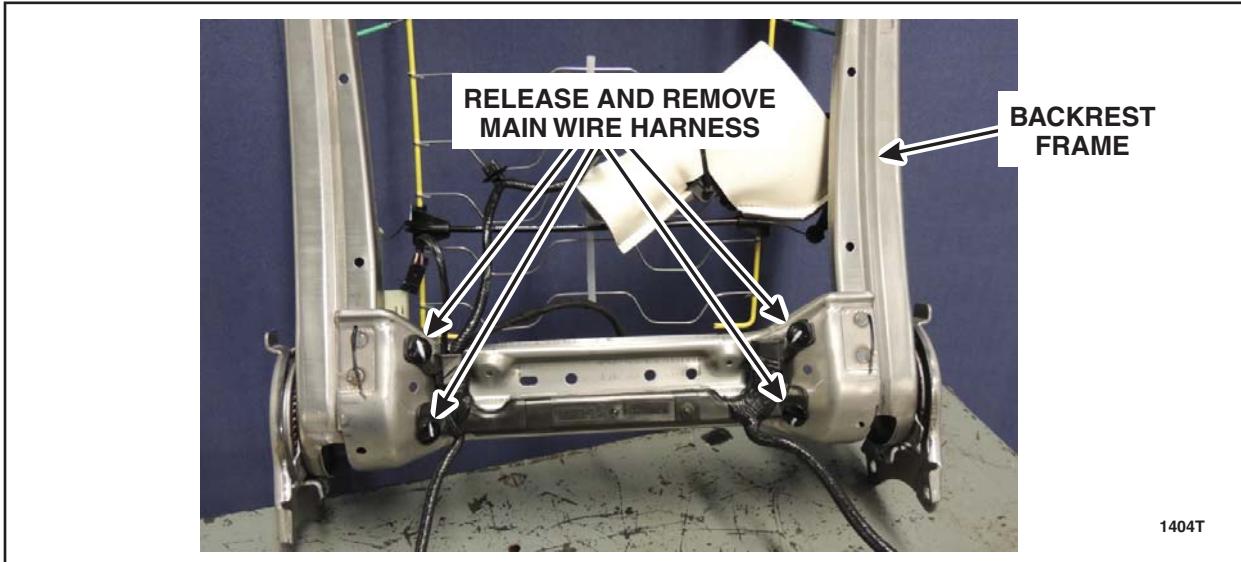


FIGURE 15

18. Remove the lumbar assembly from the backrest frame. See Figure 16.

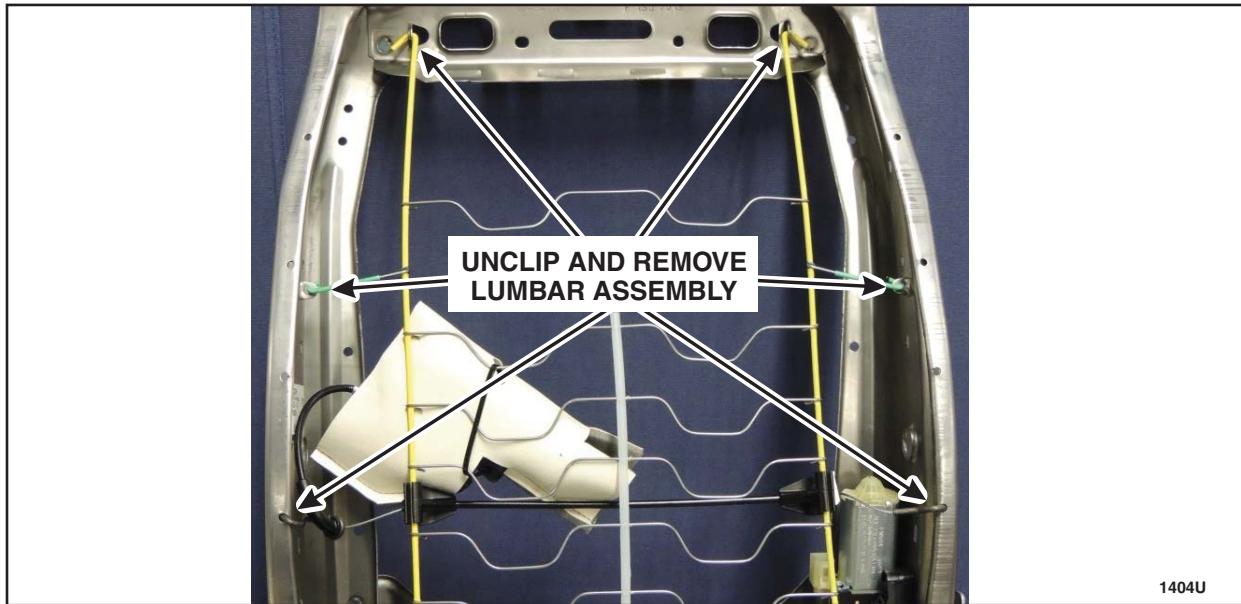


FIGURE 16



19. Remove the four torx bolts and the seat backrest frame. Discard the bolts and the frame. See Figure 17.

NOTE: RH side shown, LH similar.

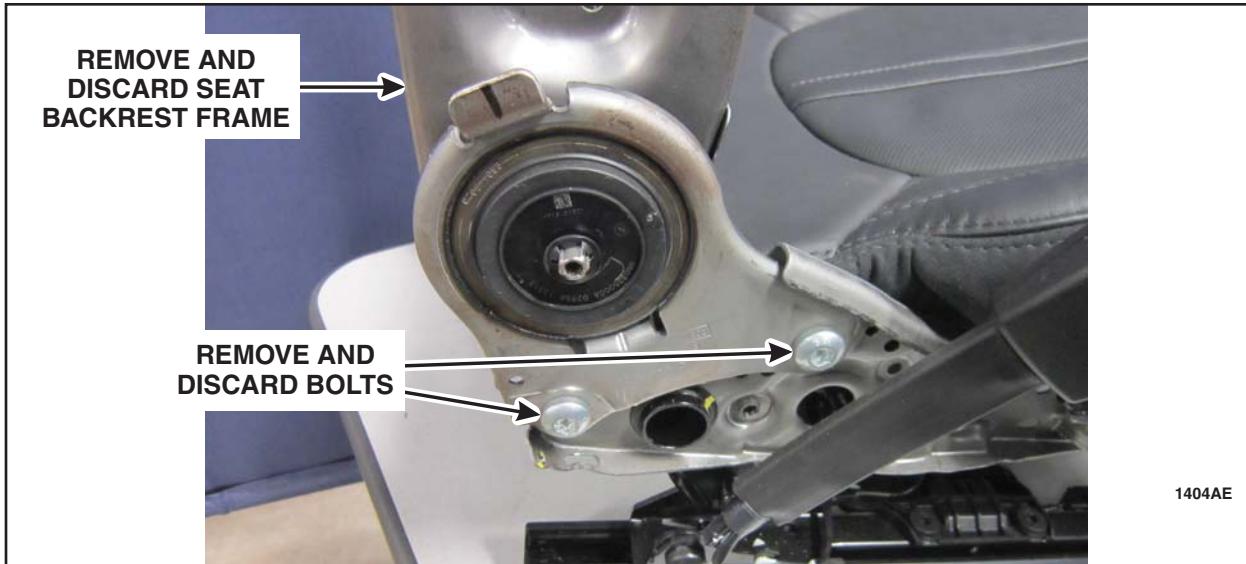


FIGURE 17

Installation

1. Install the *new* seat backrest frame to the seat bottom frame.
 - a. Thread all four *new* torx bolts approximately four turns by hand in the sequence shown in Figure 18.
 - b. Tighten torx bolts to 45 Nm (33 lb-ft) in the sequence shown in Figure 18.

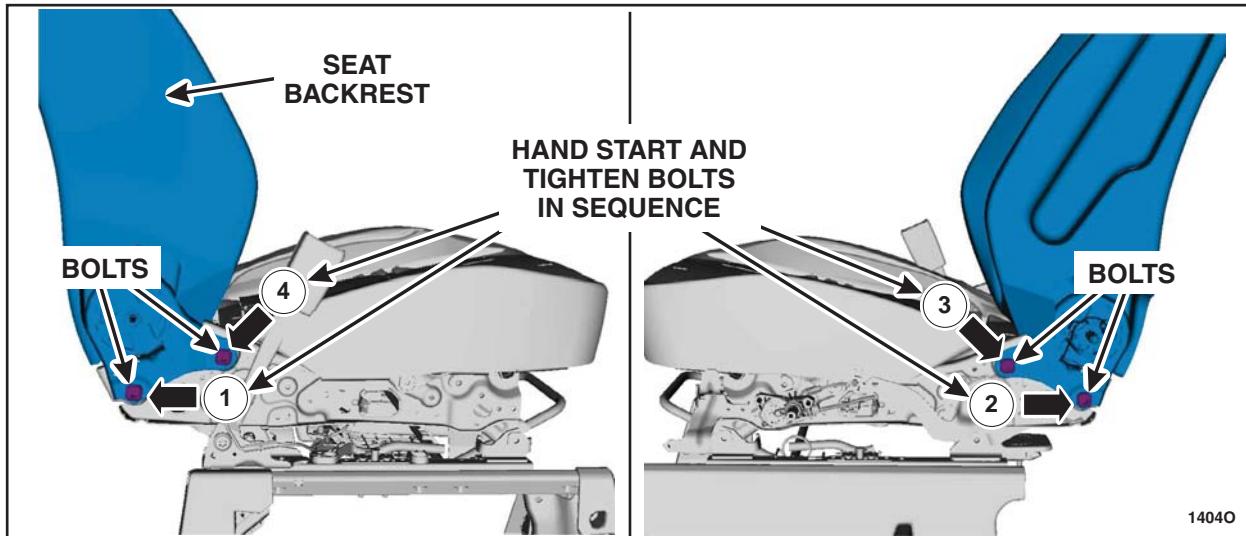


FIGURE 18

2. Install the lumbar assembly to the backrest frame. See Figure 16.
3. If equipped, install the main wiring harness to the backrest frame. See Figure 15.
4. If equipped, connect the lumbar and recliner motor electrical connectors, and install the air bag wire pin-type retainer to the backrest frame. See Figure 14.
5. If equipped, connect the wiring harness and lumbar support cable pin-type retainers. See Figure 13.
6. Install the recliner cover. See Figure 12.
 - a. Install the upper portion of the recliner cover over the recliner first to avoid damaging the cover.
 - b. Install and tighten the two screws.
7. Install the side cushion cover. See Figures 10 and 11.
 - a. Connect the seat switch control electrical connector if equipped.
 - b. Slide the cover into the retaining tab on the seat.
 - c. Install the upper portion of the recliner cover over the bracket first to avoid damaging the cover.
 - d. Install and tighten the two screws.
8. If equipped, install the seat recliner, lumbar adjustment, and *new* height adjustment handles. See Figure 9.
9. Install the hard back panel and *new* pin-type retainers. See Figure 8.
10. Install the seat backrest cover and cushion and position the seat backrest cover over the hard back panel. See Figure 7.
11. Attach the backrest cover upper and side j-clips. See Figure 6.
12. If equipped, connect the heated seat backrest electrical connector and attach the connector to the seat backrest frame. See Figure 5.
13. Install three *new* backrest cover pin-type retainers and slide the plastic clip under the hard back panel in the side air bag area. See Figure 4.
14. Attach the backrest cover lower j-clip. See Figure 3.
15. Install the two *new* backrest cover pin-type retainers and install and tighten the two hard back panel screws. See Figure 2.
16. Zip up the non-air bag side backrest cover zipper. See Figure 1.
17. Install the side airbag using *new* nuts. For additional information, refer to WSM Section 501-20B.
18. Install *new* front head restraint guide sleeves. For important warnings and additional information, refer to WSM Section 501-10A.
19. Install the front seat using *new* seat-to-floor bolts. For additional information, refer to WSM Section 501-10A.



CERTAIN 2013 THROUGH 2014 MODEL YEAR MKZ VEHICLES — FRONT SEAT BACKREST FRAME REPLACEMENT

OVERVIEW

Certain front driver and passenger seat backrest frame assemblies may have been produced with sub-standard weld joints attaching the seat backrest frame recliner mechanism to the seat backrest frame. A sub-standard recliner to seat backrest frame weld joint may separate, and the operator may notice noise in the seat back or a loose or leaning seat backrest. Sub-standard recliner to seat backrest welds may also not meet the requirements of S4.2 of Federal Motor Vehicle Safety Standard 207, potentially increasing the risk of injury in certain collisions.

Remove and replace only the affected front seat backrest frame(s) identified in Attachment VI.

NOTE: All necessary hardware is included in the front seat backrest parts kit.

SERVICE PROCEDURE

Removal

1. Remove the front seat. Discard the seat-to-floor bolts. For important warnings and additional information, refer to Workshop Manual (WSM) Section 501-10A.
2. Remove and discard the front head restraint guide sleeves. For additional information, refer to WSM Section 501-10A.
3. Remove the side air bag and discard the nuts. For additional information, refer to WSM Section 501-20B. Discard the map pocket.
4. Disconnect both electrical connectors from under the seat assembly and release the harness pin-type retainers from the connectors. Release the backrest cover straps from the seat bottom. See Figure 1.

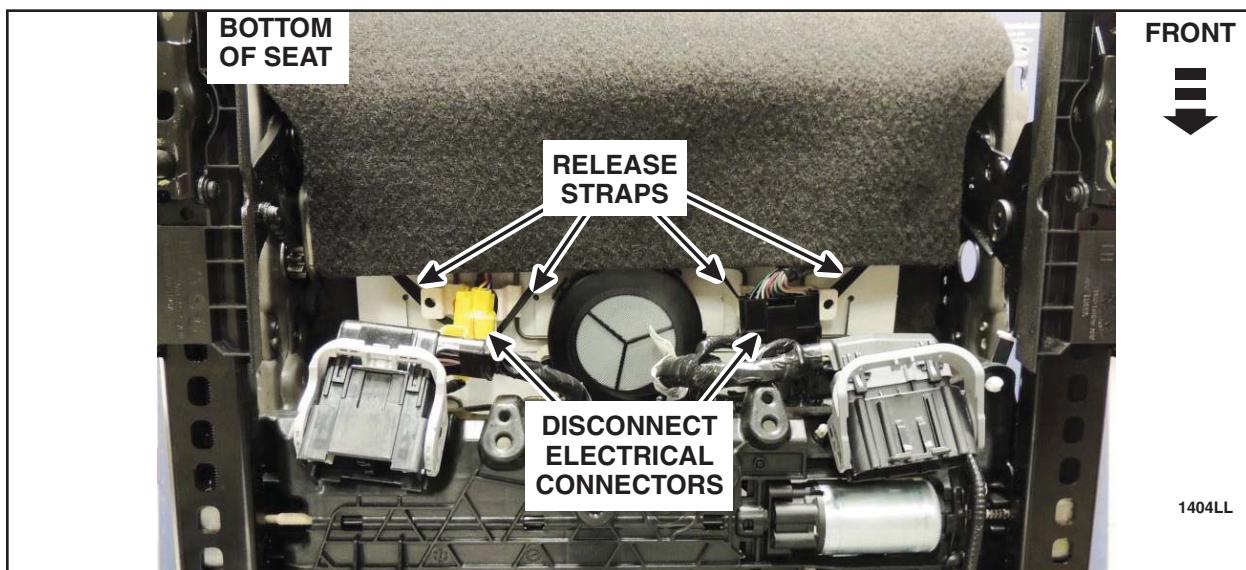


FIGURE 1



5. Release the wire harness pin-type retainers. See Figure 2.

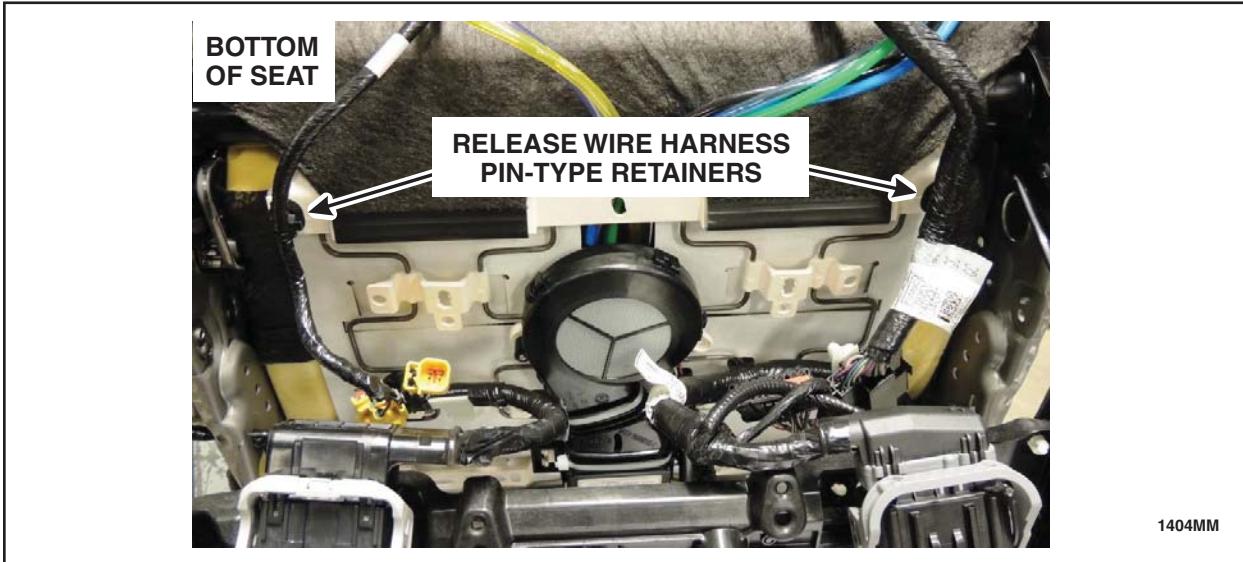


FIGURE 2

6. Release the front backrest cover from the hard back panel. See Figure 3.

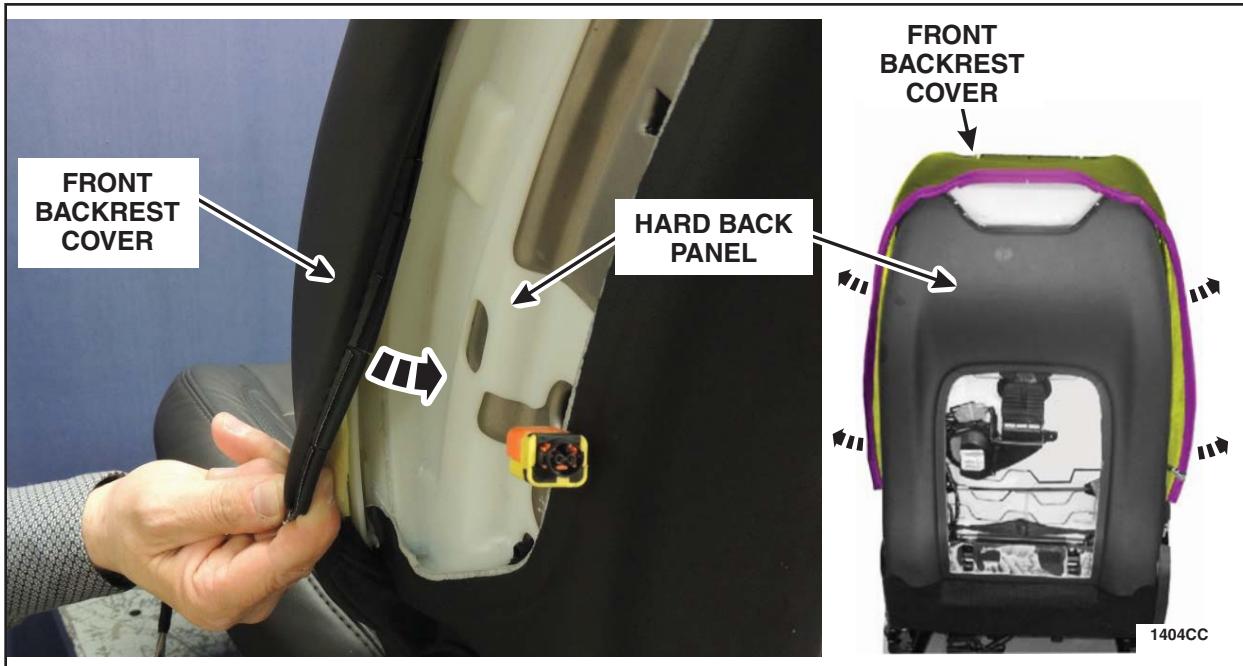


FIGURE 3



7. Unclip the upper lumbar assembly from the backrest frame. See Figure 4.

NOTE: Backrest assembly removed for clarity.



FIGURE 4

8. Remove the hard back panel from the backrest frame.

a. Remove the two screws from the rear of the hard back panel. See Figure 5a.

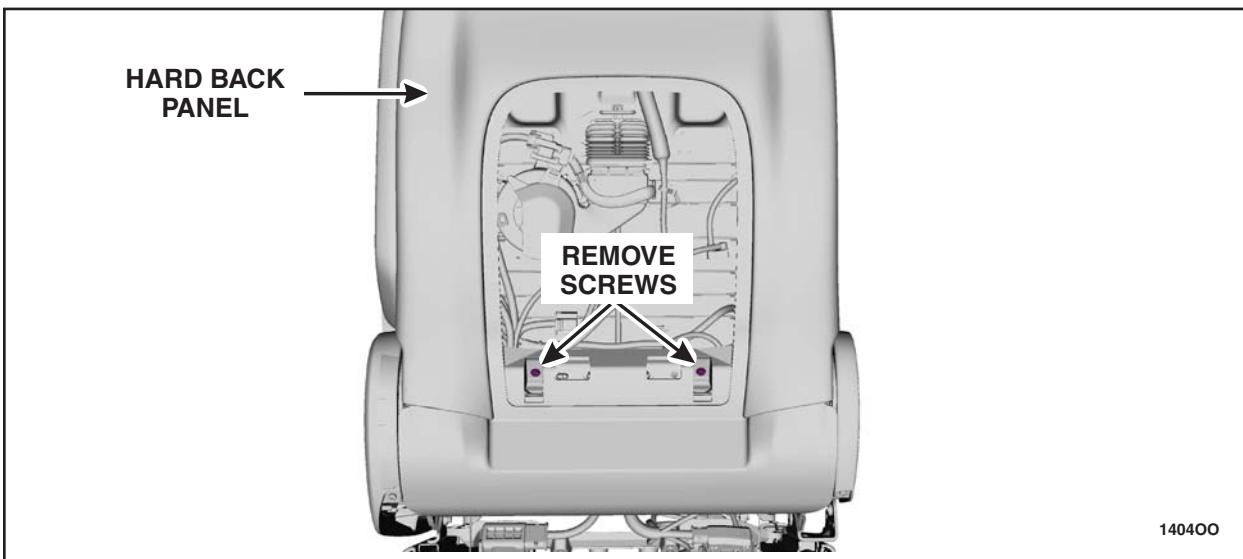


FIGURE 5a



- b. Cut the plastic pin-type and/or rivet fasteners from the front of the hard back panel. Discard the pin-type/rivet fasteners. See Figure 5b.

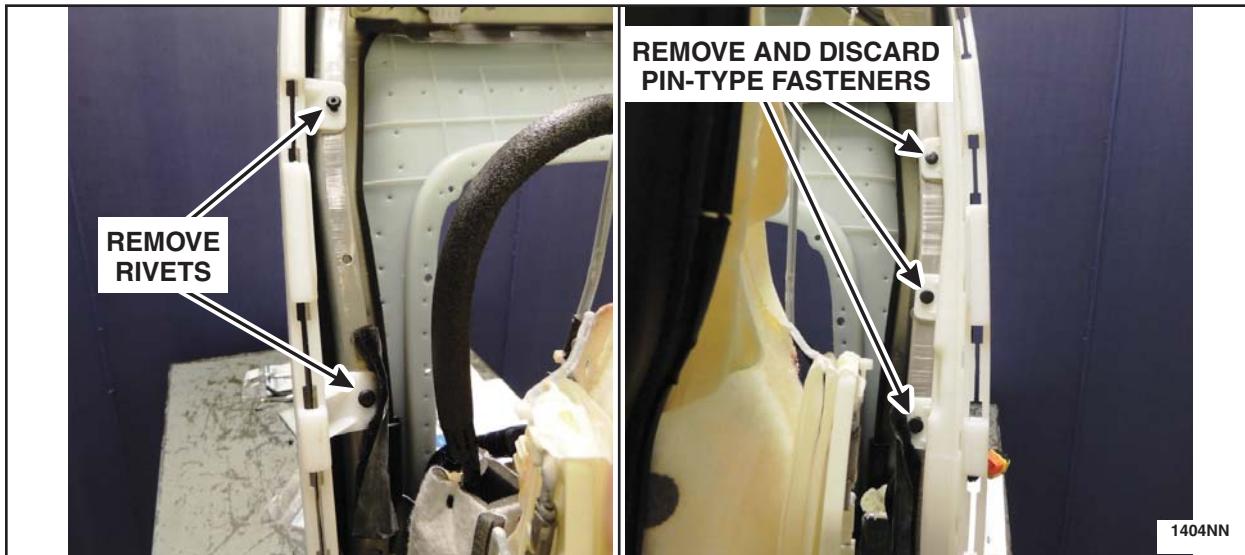


FIGURE 5b

9. Release the backrest cover lower J-clip. See Figure 6.

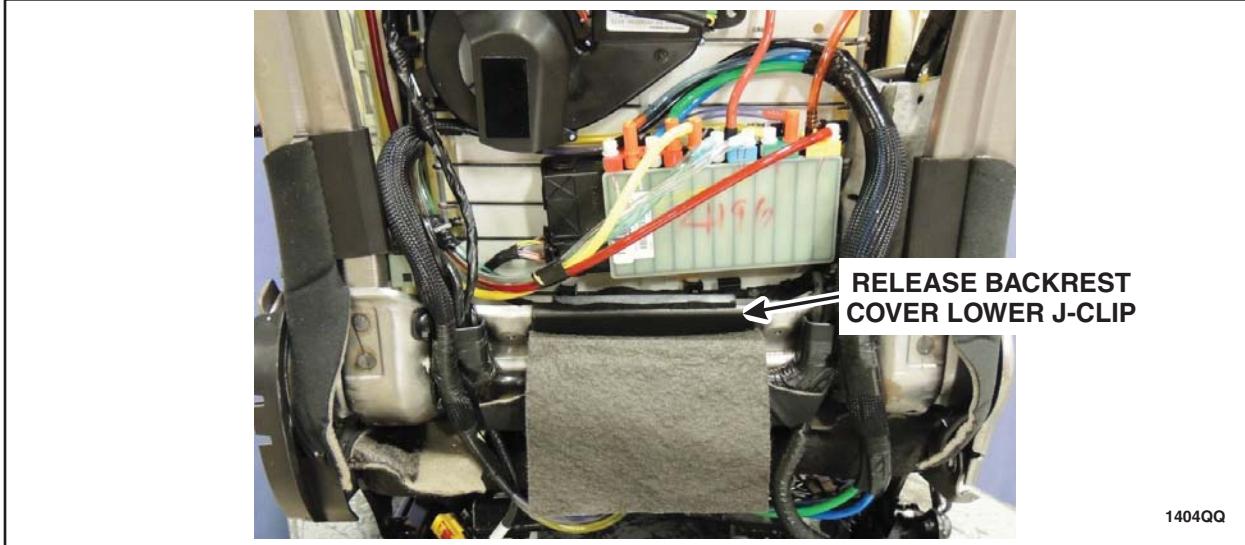


FIGURE 6



10. If equipped, disconnect the orange and green lock from the multi-contour seat module. See Figure 7.

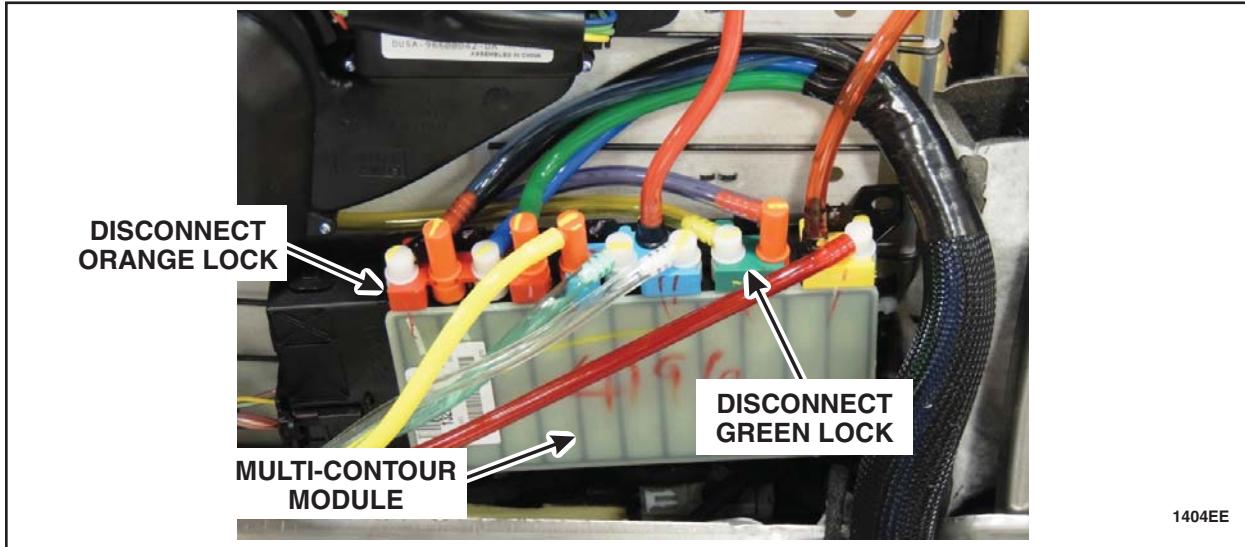


FIGURE 7

11. If equipped, unclip the multi-contour module tubes from the backrest frame. See Figure 8.

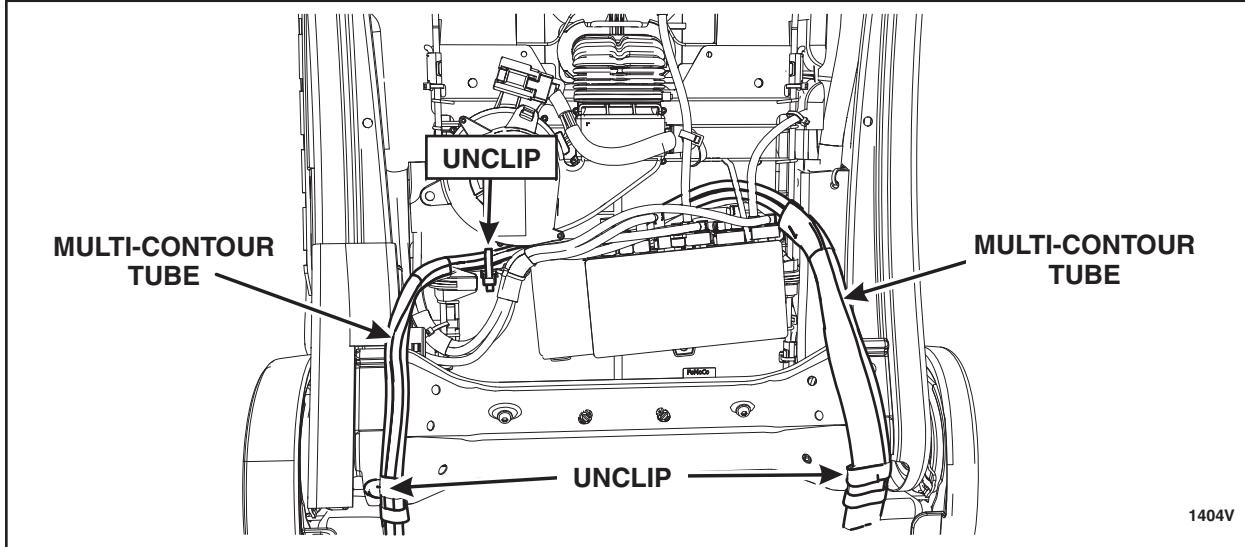


FIGURE 8



12. Remove the main wire harness pin-type retainers from the backrest frame. Position the wire harness away from the backrest frame. See Figure 9.

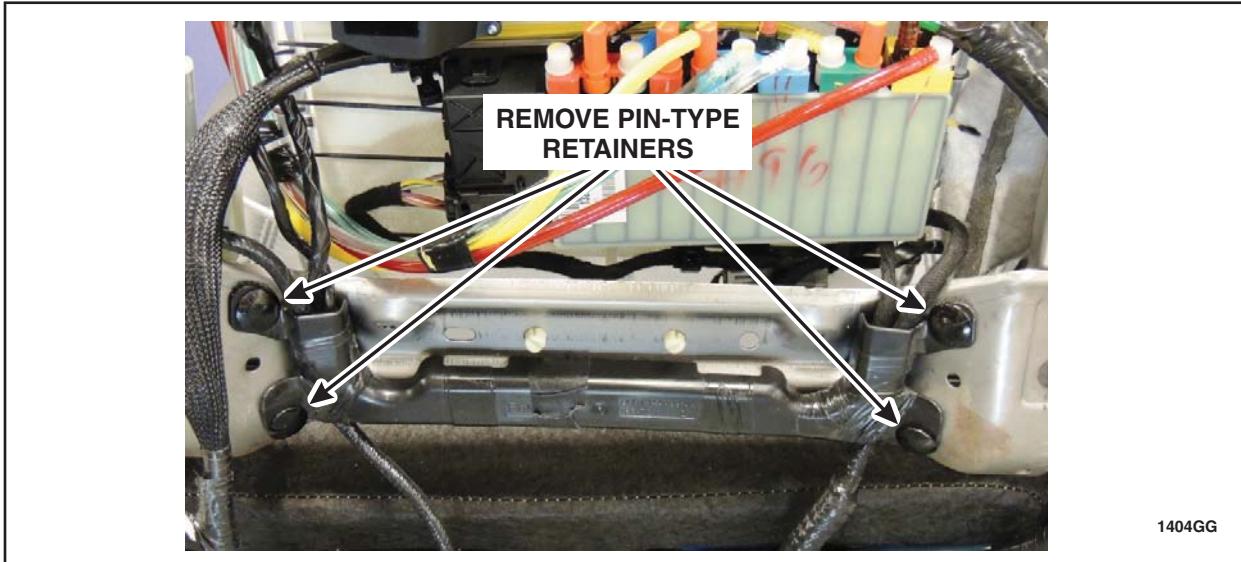


FIGURE 9

13. Disconnect the recliner motor electrical connector and unclip the air bag wire harness from the backrest frame. See Figure 10.

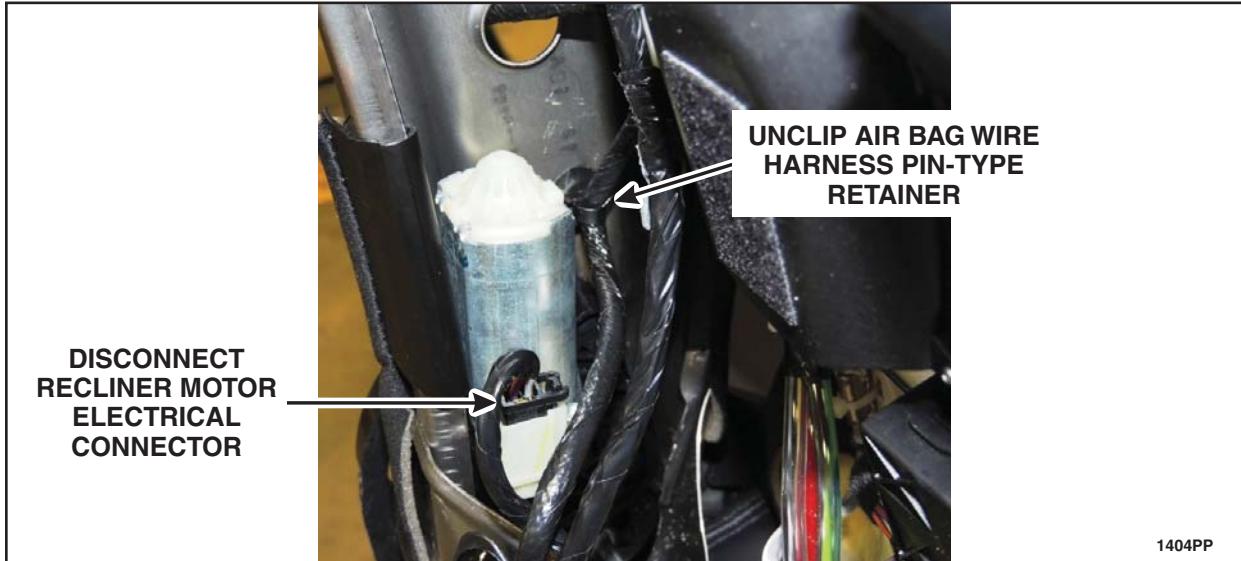


FIGURE 10



14. Unclip the lower lumbar assembly from the backrest frame. See Figure 11.

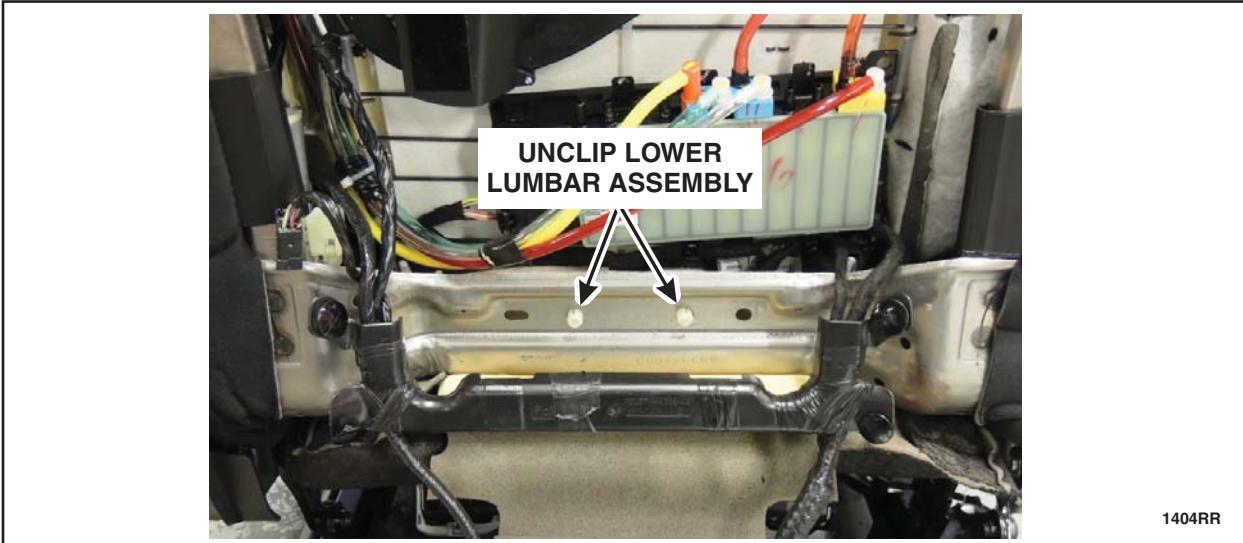


FIGURE 11

15. If equipped, disconnect the heated seat backrest electrical connector and detach the connector from the seatback frame. See Figure 12.

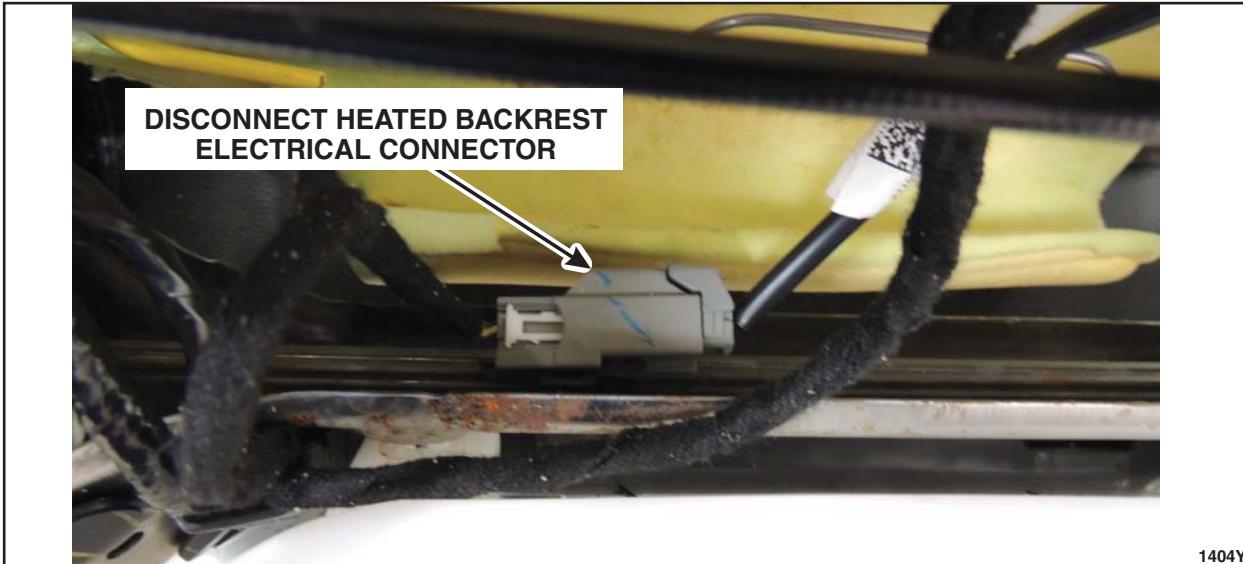


FIGURE 12



16. Position the backrest and lumbar assembly away from backrest frame. See Figure 13.

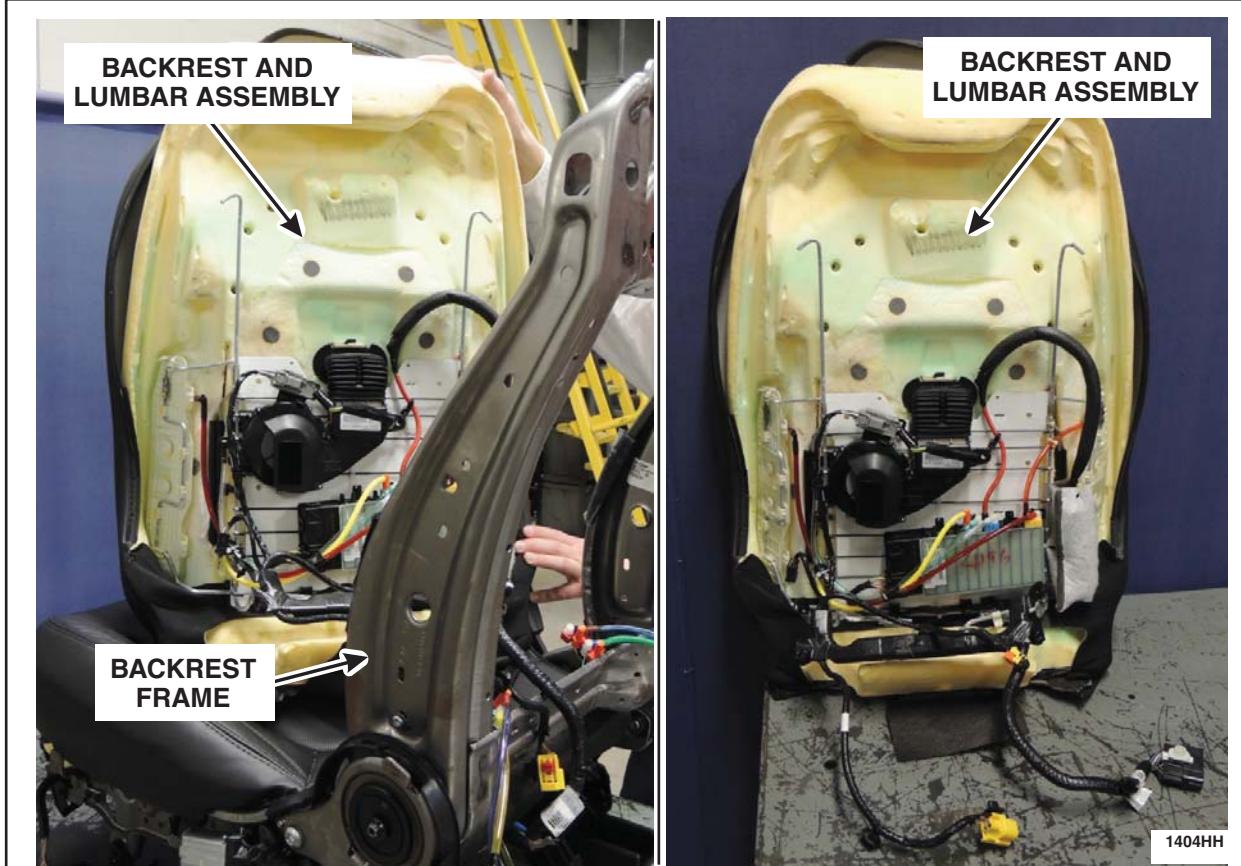


FIGURE 13



17. Remove the insulator shield from both sides of the backrest frame. See Figure 14.

- Remove and discard the pin-type retainer from the insulator shield.
- Release the J-clips from the backrest frame.

NOTE: LH shown, RH similar.

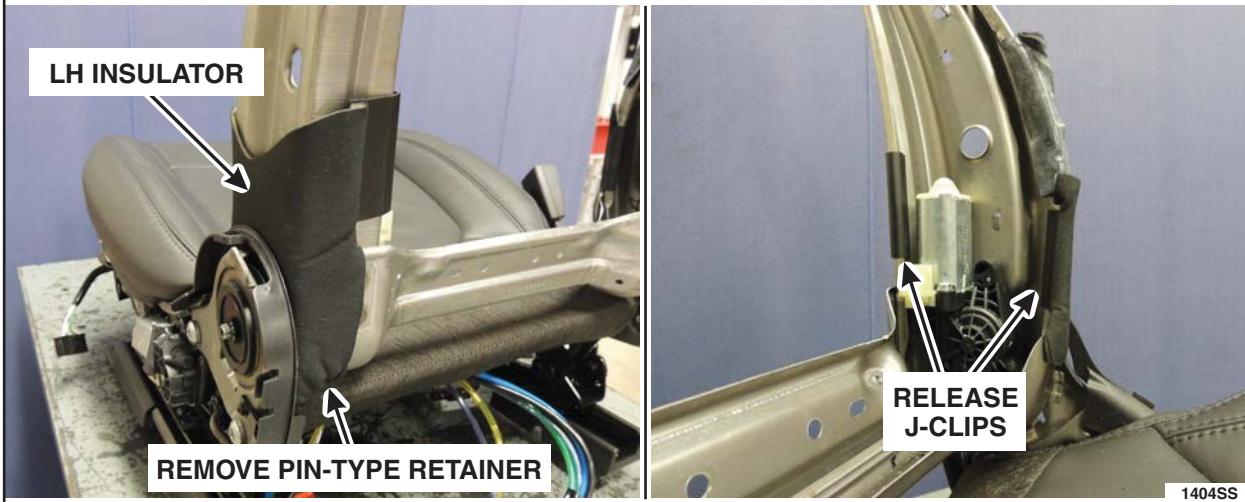


FIGURE 14

18. Remove the side cushion cover. See Figure 15.

- Remove the side cushion cover screw.
- At the location shown in Figure 15 #1, pull out to release the retaining clips.
- At the location shown in Figure 15 #2, pull up and out to release the upper retaining tab.
- As shown in Figure 15 #3, slide the cover forward to remove from the seat.
- Disconnect the seat control switch electrical connector if equipped.

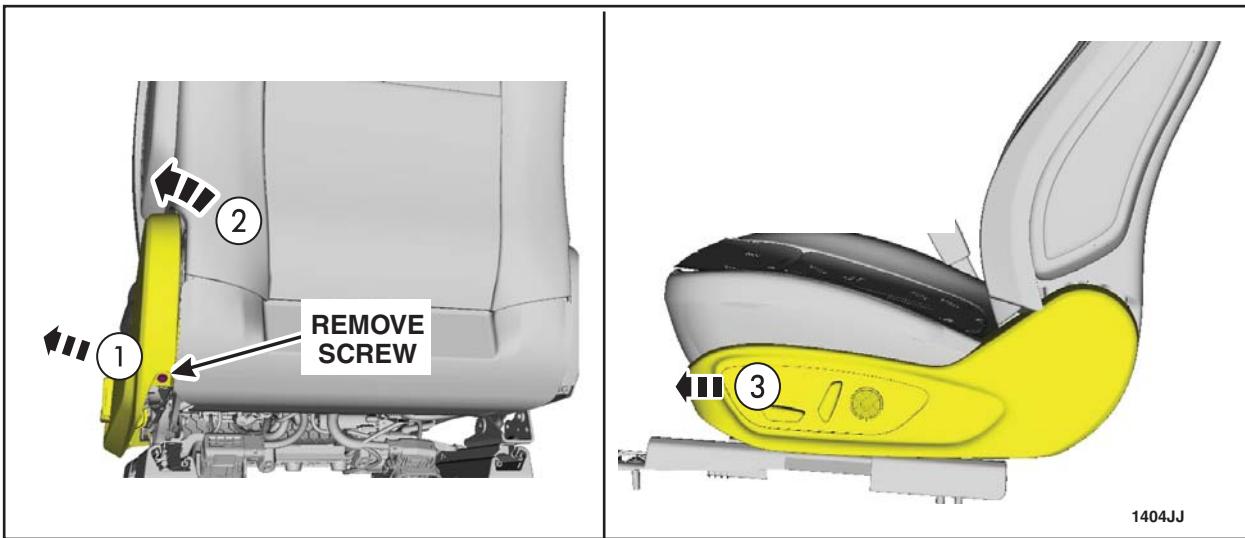


FIGURE 15

19. Remove the recliner cover. See Figure 16.

- Remove the two recliner cover screws.
- Pull up and out on the top portion of the cover to release it from the recliner.

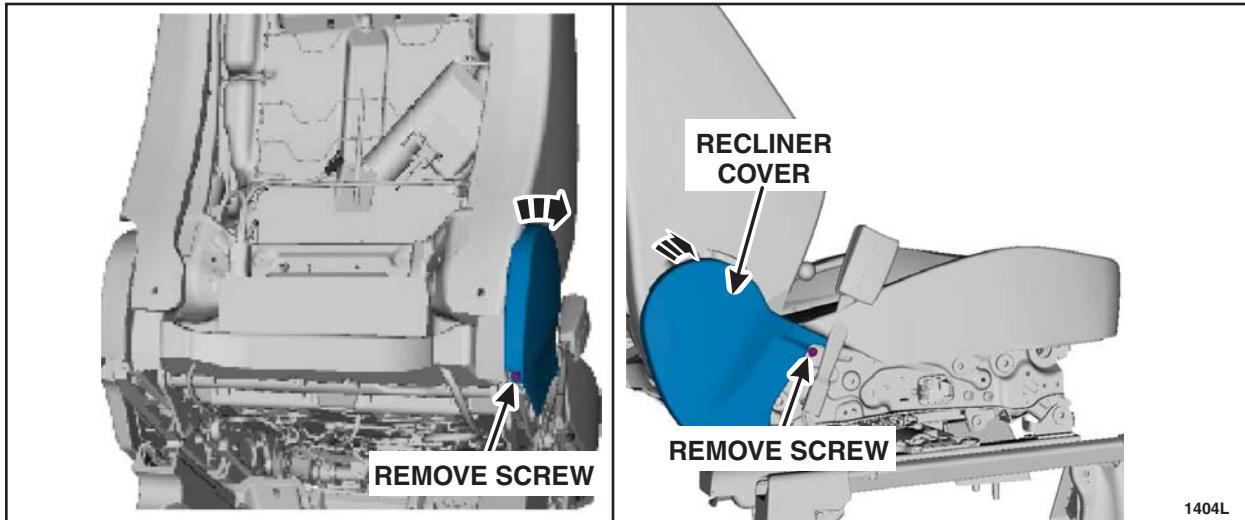


FIGURE 16

20. Remove the two screws and the side cushion cover rear bracket. See Figure 17.

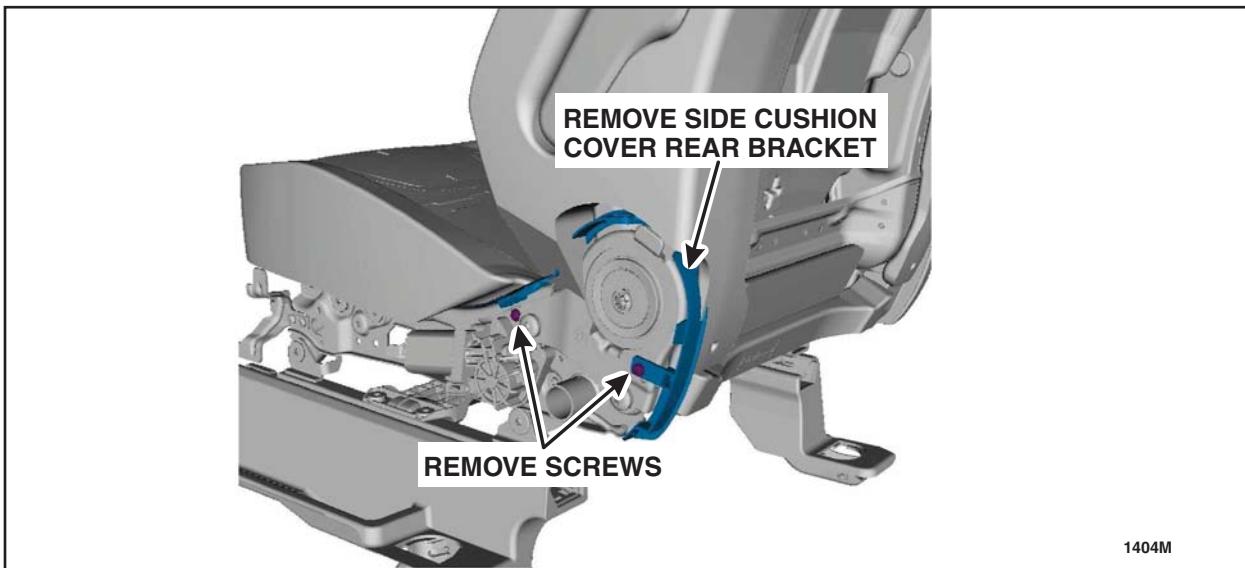


FIGURE 17



21. Remove and discard the four torx bolts and the seat backrest frame. See Figure 18.

NOTE: RH side shown, LH similar.

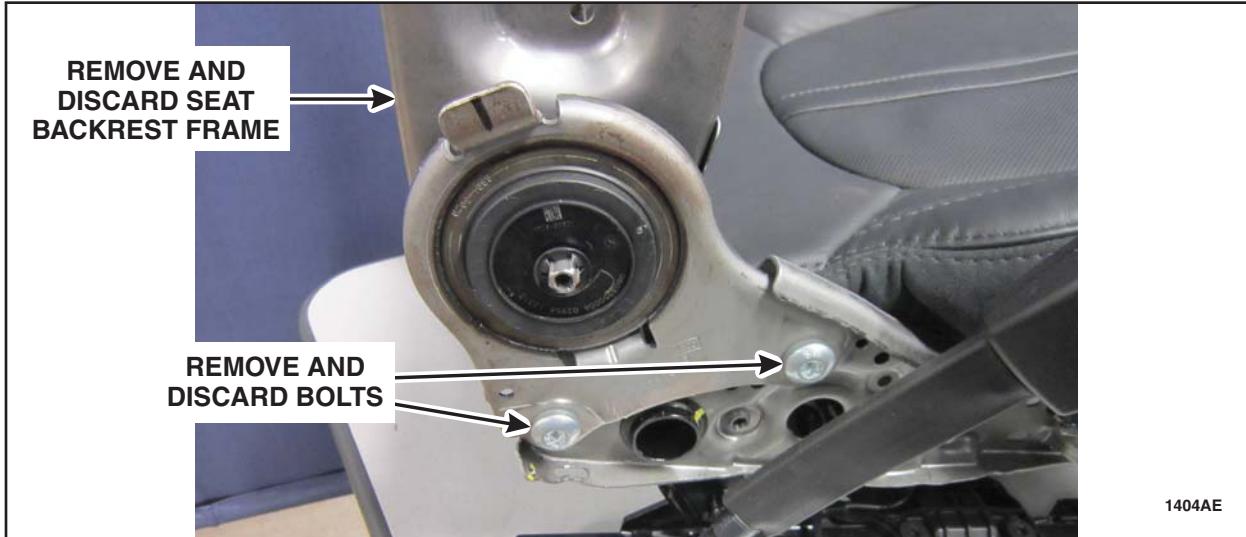


FIGURE 18

Installation

1. Install the *new* seat backrest frame to the seat bottom frame.

- a. Thread all four *new* torx bolts approximately four turns by hand in the sequence shown in Figure 19.
- b. Tighten torx bolts to 45 Nm (33 lb-ft) in the sequence shown in Figure 19.

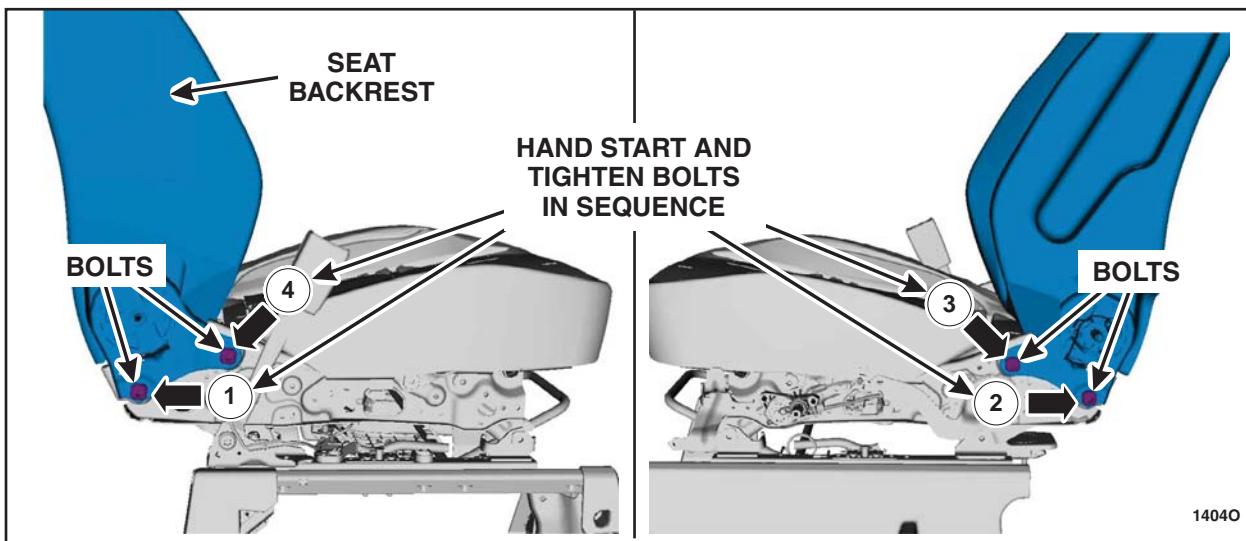


FIGURE 19



2. Install the side cushion cover rear bracket and tighten the two screws. See Figure 17.
3. Install the recliner cover. See Figure 16.
 - a. Install the upper portion of the recliner cover over the recliner first to avoid damaging the cover.
 - b. Install and tighten the two screws.
4. Install the side cushion cover. See Figure 15.
 - a. Connect the seat control switch electrical connector if equipped.
 - b. Slide the cover into the retaining tab on the seat.
 - c. Install the upper portion of the recliner cover over the bracket first to avoid damaging the cover.
 - d. Install and tighten the two screws.
5. Install the insulator shield on both sides of the backrest frame. See Figure 14.
 - a. Attach the J-clips to the backrest frame.
 - b. Install a *new* pin-type retainer into the insulator shield.
6. Install *new* lumbar insulator tape onto the *new* backrest frame in the same location noted on the old backrest. See Figure 20.

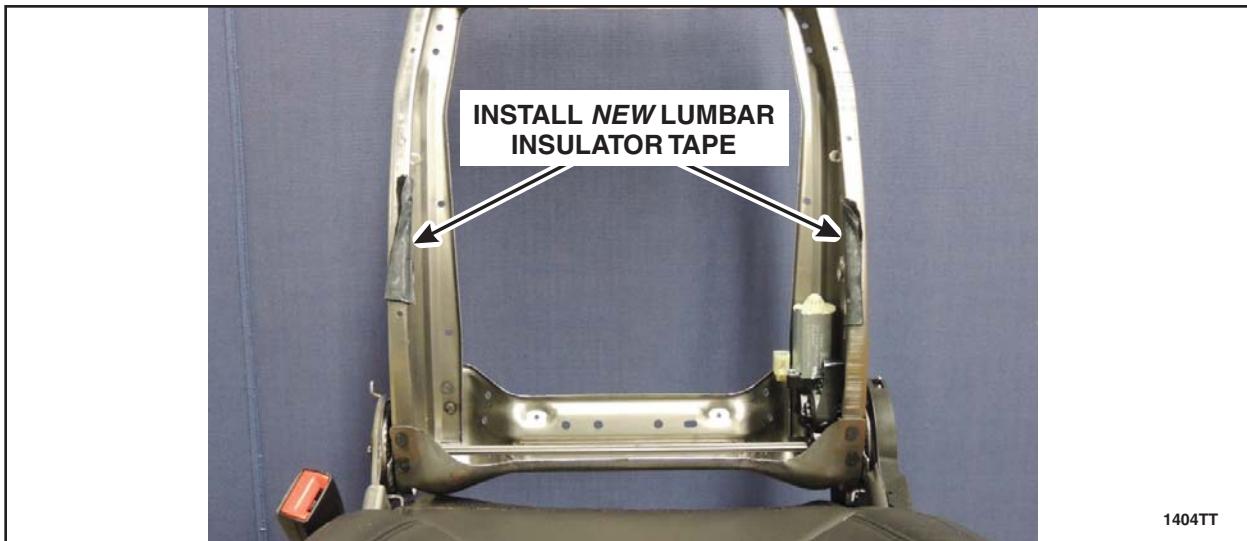


FIGURE 20



7. Reposition the backrest and lumbar assembly onto the backrest frame. See Figure 13.
8. If equipped, connect the heated seat backrest electrical connector and attach the connector to the seatback frame. See Figure 12.
9. Attach the lower lumbar assembly to the backrest frame. See Figure 11.
10. Connect the recliner motor electrical connector and clip the air bag wire harness to the backrest frame. See Figure 10.
11. Reposition the main wire harness and attach the harness pin-type retainers to the backrest frame. See Figure 9.
12. Attach the multi-contour module tubes to the backrest frame. See Figure 8.
13. Connect the orange and green lock to the multi-contour seat module. See Figure 7.
14. Attach the backrest cover lower J-clip. See Figure 6.
15. Install the hard back panel onto the backrest frame. See Figure 5a and 5b.
 - a. Install *new* plastic pin-type and/or rivet fasteners onto the front of the hard back panel.
 - b. Install the two rear hard back panel screws.
16. Attach the upper lumbar assembly to the backrest frame. See Figure 4.
17. Attach the front of the backrest cover to the hard back panel. See Figure 3.
18. Attach the under seat electrical connector wire harness pin-type retainers to the seat. See Figure 2.
19. Attach the backrest cover straps to the seat bottom. Connect both under seat electrical connectors and attach the connector pin-type retainers to the seat. See Figure 1.
20. Install the side air bag using *new* nuts. For additional information, refer to WSM Section 501-10A. Install *new* map pocket.
21. Install *new* front head restraint guide sleeves. For additional information, refer to WSM Section 501-10A.
22. Install the front seat using *new* fasteners. For important warnings and additional information, refer to WSM Section 501-10A.

