

Measure no.

US 62713929-02

Subject

Seat heating inadequate

Status date (mm/dd/yy)

6/20/16

Status

Accepted

Organization

US, MOT

Date created (mm/dd/yy)

6/20/16

Created by

Christine Koehling

PQM Problem reference**Release date (mm/dd/yy)****Approved by****Dealer release**

Allow automatic release

Vehicles affected**E series**

K52

Engine**Body****Production period (from/to)**

(mm/dd/yy)

Comment on production period

/

Feedback (all cases relating to**measure up to) (mm/dd/yy)****Complaint**

The heat output for the rider's and passenger seat is inadequate

Cause

The electrical system incorporates functions which serve to protect the battery and may be interpreted as a failure of the seat heating if any of them are active.

Measure

Following are descriptions of the functions and protective functions of the electrical system

Function: The seat heating, as well as the handlebar grip heating only function when the engine is running and is reduced approximately 10% when the engine speed drops below 1500 rpm. The function is not available at all when there is a battery charging fault.

Boost function: When the seat heating is switched on at the highest level, the boost function starts (only with an ambient temperature below 63°F and 1500 rpm).

100% of the heat output is made available for 3 minutes.

Protection function: The boost function switches off automatically after 3 minutes and cannot be activated for 30 minutes. If the seat heating is switched off during the boost function, the boost function cannot be activated for 30 minutes, even if it was previously

active for a short time. This also applies when the seat heating is switched off when the ignition is switch OFF then ON and the seat heating is again switched on. These functions can vary slightly according to the I-level and are not described in the on-board literature. In case of a complaint the customer should first be given this explanation. If the described functions and protective functions can be excluded as a cause of inadequate heat output of the motorcycle seat, a guided diagnosis is to be performed with ISTA.

Complaint

	Fault location	Fault type	Fault place	Fault conditions
▶	Heating seat	Effect insufficient	Both sides / all	Permanent

Cause

#	Fault location	Fault type	Fault place
▶ 1	52/53 Seat heating		Both sides / all
	Repair Task	Special Clearance	Area
	Other operation	No	Body and Trim

Fault code

Progman / DIS / ISTA / ISTA/P

System	State	Version
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