

February 24, 2018

07441 Version 1

## Front Seat Heater Intermittent Operation or Inoperative

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2016-17	Pilot	EX-L and Touring	All

### SYMPTOM

The driver's and/or front passenger's seat heaters work intermittently or may not operate at all.

### PROBABLE CAUSES

The heater wire of the heater element can get pinched or broken in the trench area of the seat cushion.

### CORRECTIVE ACTION

Replace the affected seat heater element and the seat cushion.

### TOOL INFORMATION

Part Name	Part Number	Quantity
Front Seat Belt Disassembly Tool Plate	07AAF-TG7A100	1
Upholstery Ring Pliers	Commercially Available	1

NOTE: The front seat belt disassembly tool plate is a required special tool. If you need another one, call the Honda Tool and Equipment program at **888-424-6857**.

### PARTS INFORMATION

Part Name	Part Number	Quantity
Driver's Seat Cushion Pad	81537-TG7-A32	1
Driver's Seat Cushion Heater	81534-TG7-L31	1
Front Passenger's Seat Cushion Pad	81137-TG7-A32	1
Front Passenger's Seat Cushion Heater	81134-TG7-L31	1
C-Clip Set (30 clips per set)	04810-SB3-000	1

**CUSTOMER INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

## WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
859121	Replace the driver's seat heater and seat cushion.	2.0 hrs.	03217	03214	A17082A	81534-TG7-L31
861121	Replace the front passenger's seat heater and seat cushion.	2.0 hrs.	03217	03214	A17082B	81134-TG7-L31

Skill Level: Repair Technician

## REPAIR PROCEDURE

NOTE: Make sure you have reviewed the SRS Precautions and Procedures in the service information before doing the REPAIR PROCEDURE.

1. Disconnect the battery, and wait 3 minutes.
2. Remove the affected front seat from the vehicle. Refer to the service information.

NOTE: The passenger front seat removal requires a special tool to disconnect the seat belt from the lower anchor connector. Refer to the service information.

3. Do the Seat Heater Test on the seat cushion. Refer to the service information.

NOTE: Terminals will vary between ventilated and non-ventilated seats.

*Is there continuity between the terminals?*

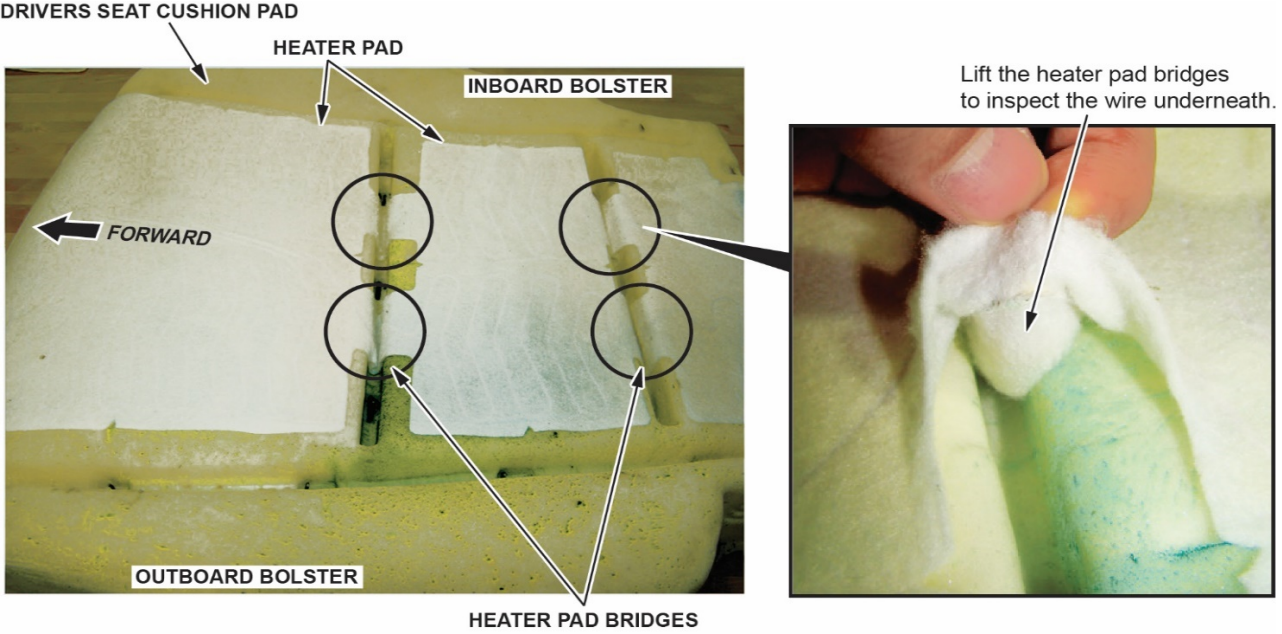
Yes – Proceed to the step 4.

No – Proceed to step 10.

4. Remove the front seat recline cover. Refer to the service information.
5. Remove the front seat-back cover. Refer to the service information.
6. Remove the front seat-back blower cover. Refer to the service information.
7. Remove the front seat cushion cover/pad. Refer to the service information.
8. Remove the front seat cushion cover. Refer to the service information.

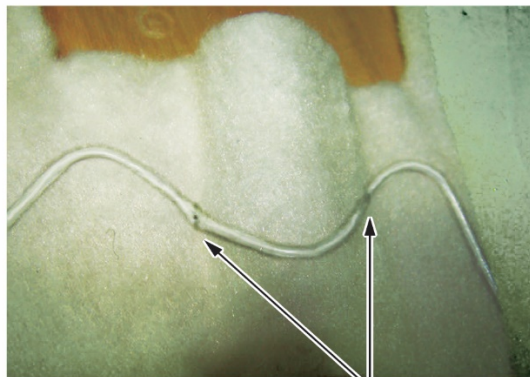
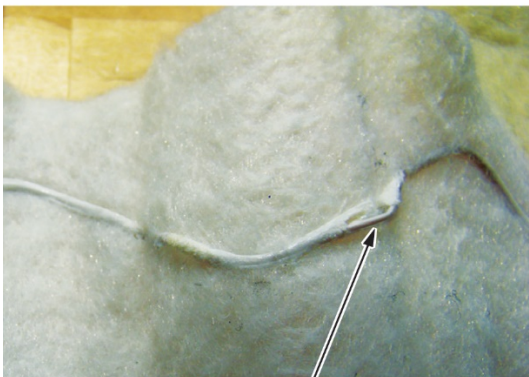
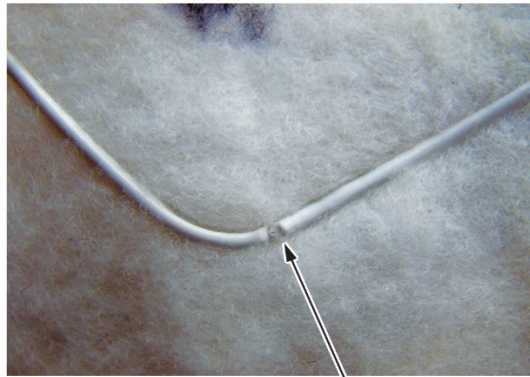
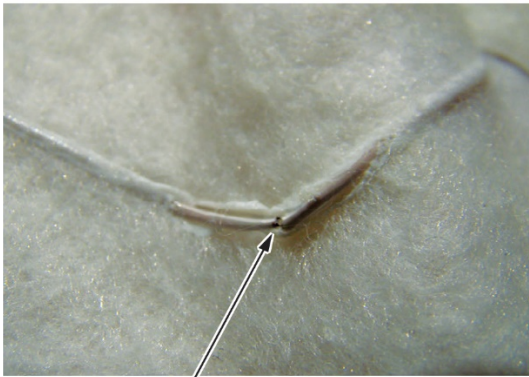
9. Locate the four heater element bridge areas.

- Carefully inspect for damage.



- Replace the cushion and heater elements if one or more of the following issues are found.

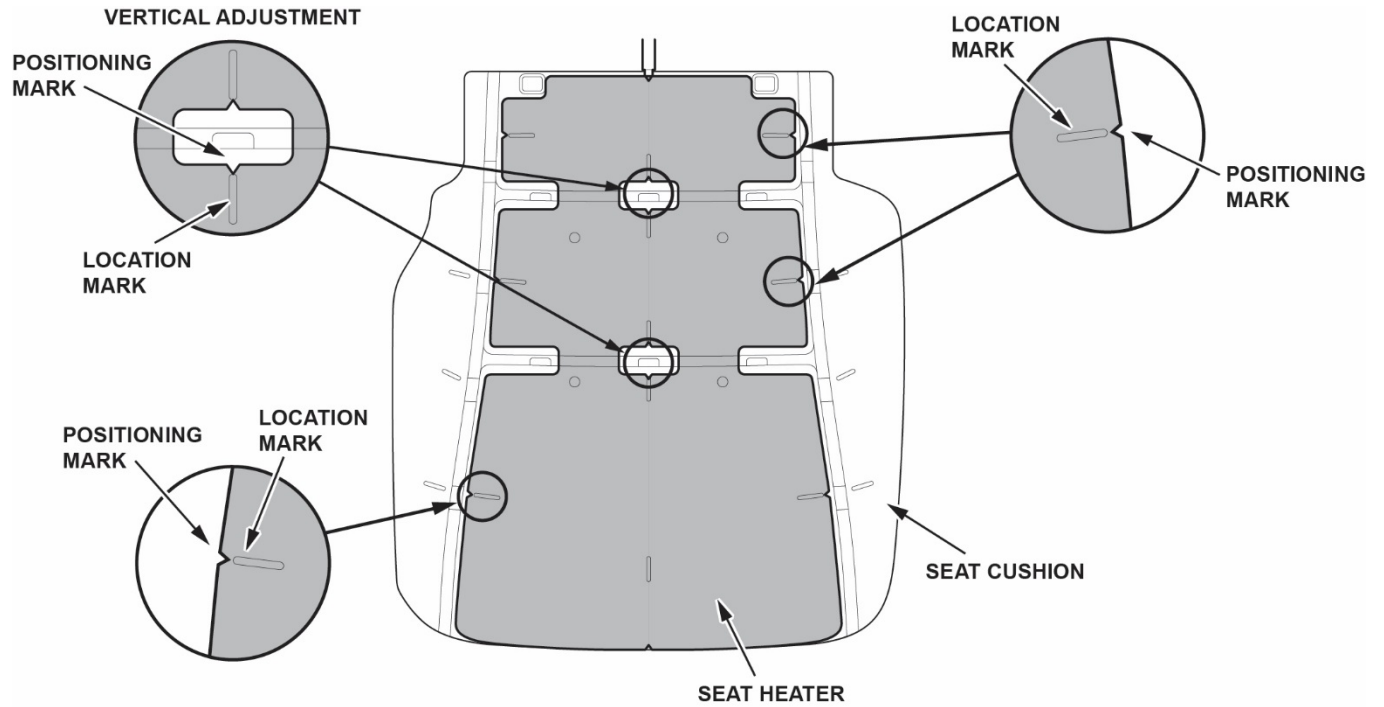
**EXAMPLES OF NO GOOD CONDITION**  
 Replace heater and cushion.



10. Replace the affected front seat cushion and heater element. Refer to the service information.

NOTE: Remove the seat bottom and heater as an assembly. The heater element does not have to be removed from the cushion.

11. Install the new heater element to the new seat cushion as shown.



12. Install the parts in the reverse order of removal. Refer to the service information.

13. Make sure the seat heater works.

NOTE: Check the passenger's weight sensor unit operation after front passenger seat component(s) replacement or removal.

END