72-19-01TT - Memory Seat Inoperative, No Basic Settings

Condition

ATTENTION:

THIS IS A TECH TIP, NOT A TECHNICAL BULLETIN. TECH TIPS ARE NOT ASSOCIATED WITH WARRANTY CLAIMING.

Applicable Vehicles							
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To		
Atlas	2018 - 2019	All	All	All	All		

Revision Table							
Instance Number	Published Date	Version Number	Reason For Update				
2055155/1	5/24/19	72-19-01TT	Original publication.				

Technical Background

The Left Front Memory Seat is inoperable or unable to set basic settings. This may include fault (B135354: Seat angle adjustment motor no basic setting), stored in address word 36 Driver's Side Seat Adjustment. The -*J810*- Driver Seat Adjustment Control Module may have been previously replaced for this concern.

Service

Verify the operation of the Left Front Seat Motors, including the Lumbar Adjustment, by operating the motors from full stop to stop. Pay particular attention to the operation of the -*V45*- Driver Backrest Adjustment Motor.

If the testing results find that during the stop to stop operation a motor is interrupted and doesn't complete its full range of travel, and when activated again travel continues, suspect a possible issue with that motor or related wiring.

Basic settings of the Left Front Seat may also be completed by running all seat motor positions from stop to stop with no interruptions, followed by a confirmation chime, which indicates that basic settings has completed.

Additional Information

© 2019 Volkswagen Group of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Volkswagen Group of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.