

## **SSM 48431 - 2016-2019 Explorer - Heated Seat Lower Cushion Inoperative After Remote Start**

Some 2016-2019 Explorer vehicles may exhibit a heated front seat that does not operate properly after turning the ignition on after a remote start event. The seat back heats properly while the lower seat cushion does not. To correct the concern, reprogram the driver seat module (DSM) using the latest software level of the appropriate Ford diagnostic scan tool. For claiming, use causal part 14C708 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.