

STAR ONLINE PUBLICATION

Case Number: S1908000093 REV A.

Release Date: 09/23/2020

Symptom/Vehicle Issue: Heated And Vented Seats Inoperative Driver And Passenger

Customer complaint/ technician observation: Heated and vented seats inoperative. Technician observed Fuse 98 in the PDC is open. Condition may or may not be evident after replacing fuse, may have DTC stored or active U120E-00-LOST COMMUNICATION WITH COMFORT SEAT AND WHEEL MODULE.

Repair Procedure: Inspect the seat back harness for the PK/YL F921 circuit at the driver seat base and seat back pivot location. Trace the circuit beneath the seat and near seat track as needed, inspecting for chaffing in the harness circuit F921; repair the circuit as needed. Fig 1, 2, 3.

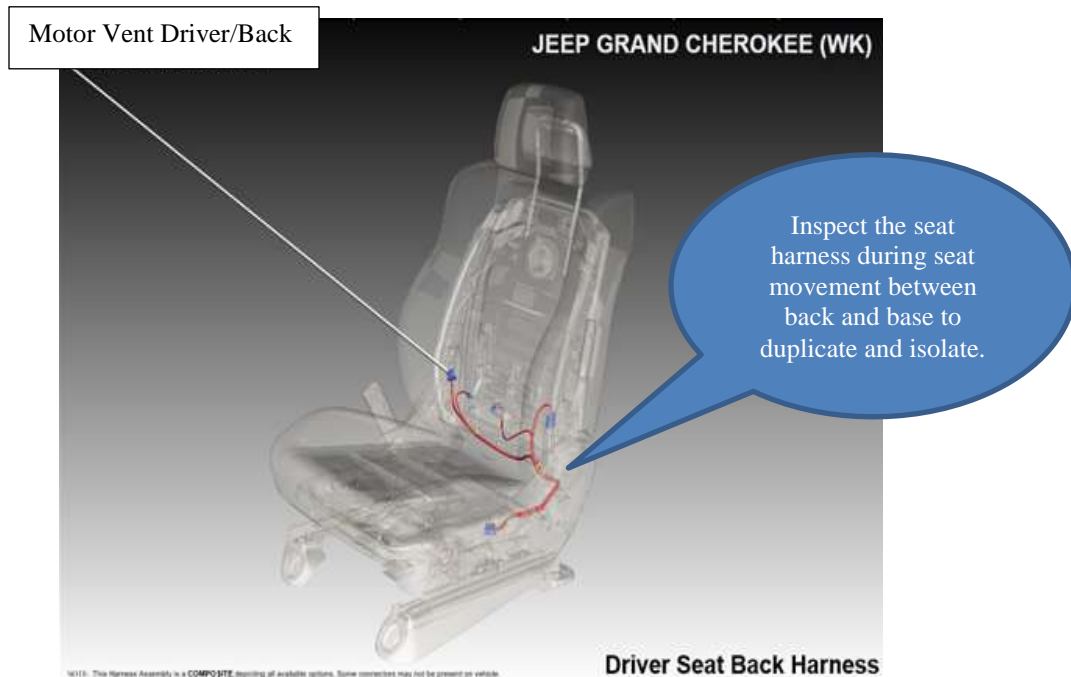


Fig 1

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

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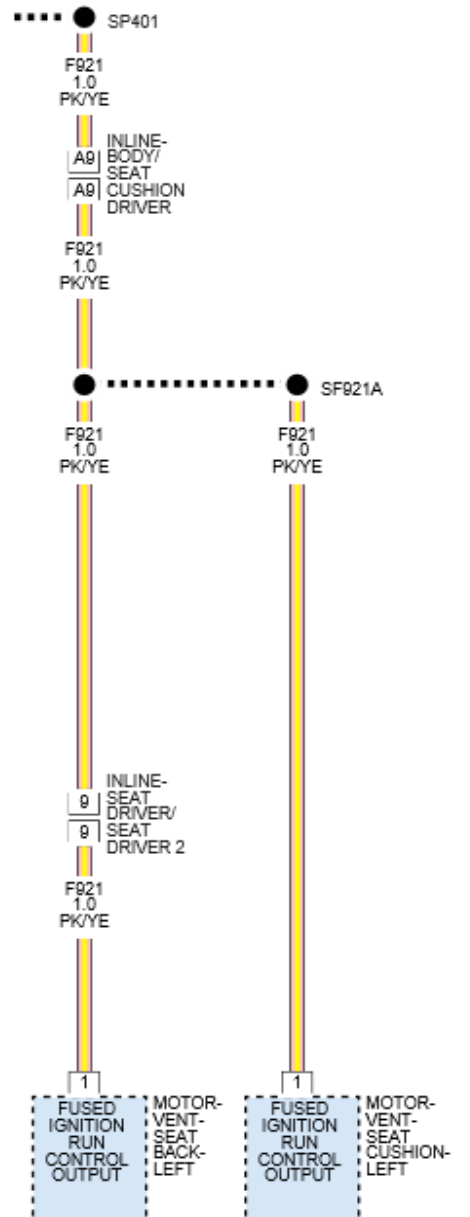


Fig 2

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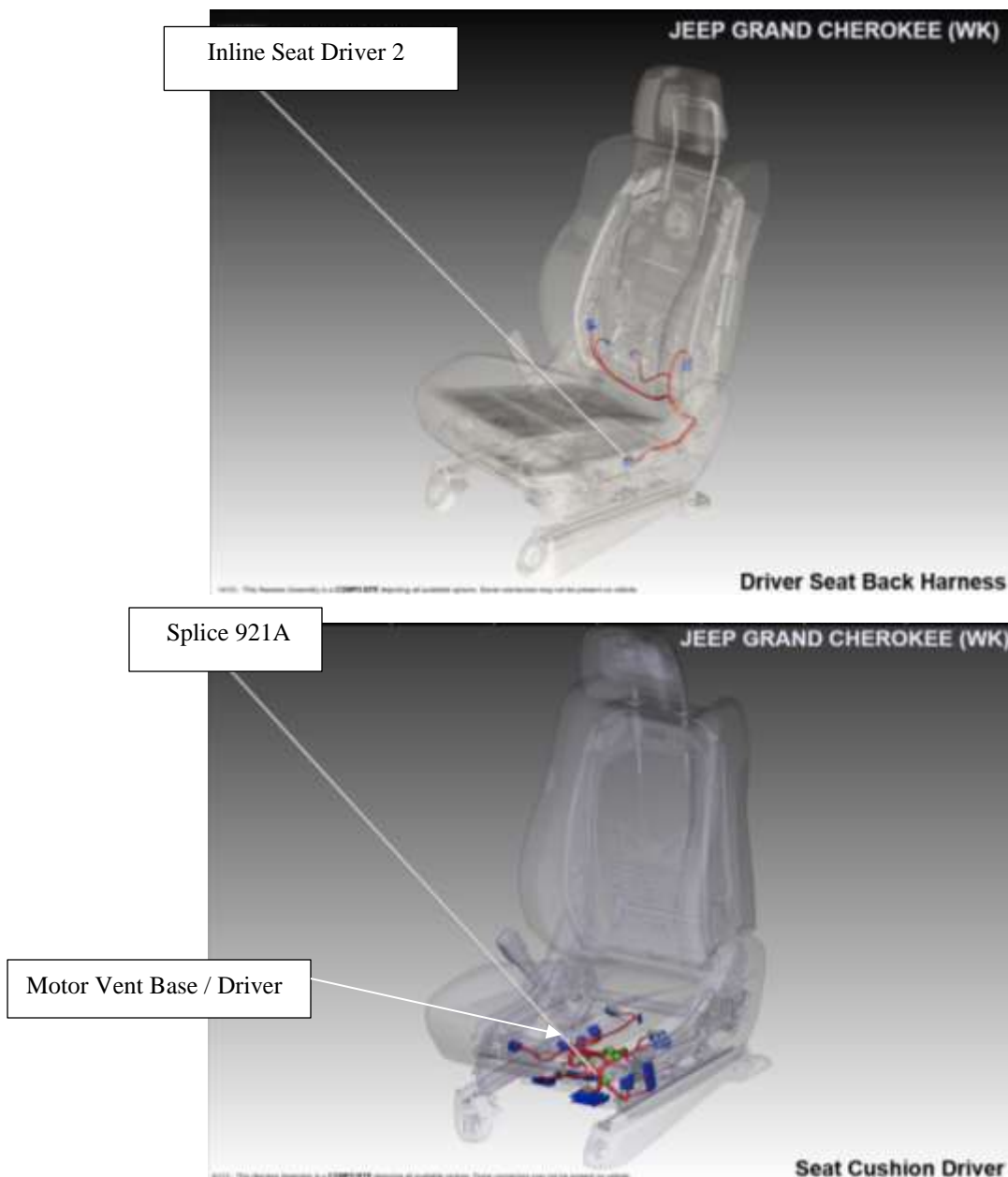


Fig 3

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