

STAR ONLINE PUBLICATION

Case Number: S2008000087

Release Date: 06/16/2020

Symptom/Vehicle Issue: Memory Seat Does Not Recall Memory Settings

Customer complaint/ technician observation: Customer complaint that the memory seat intermittently will not move to programmed positions 1 or 2 or move back for easy exit. Technician confirmed that the memory functions return if the seat hard stops fore and aft are relearned by moving the seat to the full forward position and then the full back position. DTC B1D9B-94 SEAT HORIZONTAL FRONT STOP NOT LEARNED-MISSING CALIBRATION may be present.

Discussion: The memory seat module currently may lose its memory settings after hundreds of movements of seat. This condition has been identified mostly on vehicles that use the easy exit feature.

Currently if any of the memory seat positions are lost or inaccurate, the re-calibration will be required after running the seat to the full forward and full rearward positioning reset process (see Power Seat System Verification Test, Standardize Routine). Use the topic guidelines listed in the owner or service information to complete the memory setting and linking to memory as required.

Memory Programming Procedures:

[Programming The Memory Feature](#)

[Linking And Unlinking The Remote Keyless Entry Key Fob To Memory](#)

[Memory Position Recall](#)

[Easy Entry/Exit Seat](#)

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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