



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Heated Seats Only Work On High, Ignition Must Be Cycled Off, Then On, To Resolve

Discussion: Owners may complain that the heated seat mode selection remains on “High” once selected and cannot be changed unless the ignition is cycled off, and then on. Vehicles equipped with VP4 radios require normal diagnostics to resolve which may require a replacement CSWM.

If the vehicle is equipped with a VP2 radio, a new replacement CSWM “AE” part level or higher will be required unless there is an older “AB” part installed. The expected release for the updated part at the “AE level” is tentatively set for release by 12/23/2020.

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