



STAR ONLINE PUBLICATION



Case Number: S2108000092

Release Date: 04/09/2021

Symptom/Vehicle Issue: Comfort Seat Module Setting DTC B10C4 - 4B Heated Steering Wheel Control-Over Temperature

Customer Complaint/Technician Observation: Customer may complain that the heated steering wheel does not operate. Technician observation, DTC B10C4-4B Heated Steering Wheel Control-Over Temperature, set as stored.

Discussion: Conditions identified appear when interior vehicle temperatures exceed temperature sensor limits when the key is turned on, then the CSWM may set this erroneous DTC B10C4-4B Heated Steering Wheel Control-Over Temperature. When this DTC is set the heated steering wheel will not operate during that key cycle.

If the above condition is present, engineering is currently working software updates for the CSWM and the field will be notified when updates are available. If immediate repairs are required, and the vehicle has an AB level part CSWM (Comfort Seating Module), ordering the AC level part will have the most current software to resolve this complaint.

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