



## STAR ONLINE PUBLICATION



**Case Number:** S2108000090

**Release Date:** 04/07/2021

**Symptom/Vehicle Issue:** Passenger Power Seat Does Operate Forward Or Rearward

**Customer Complaint/Technician Observation:** Owner complains the passenger power seat will not move forward or rearward. Technician observed the power seat does not have forward or rearward power functions.

**Discussion:** Inspect the under seat connector D3025A Natural 4-way connector at the motor, secure the connection and test the operation no parts required.

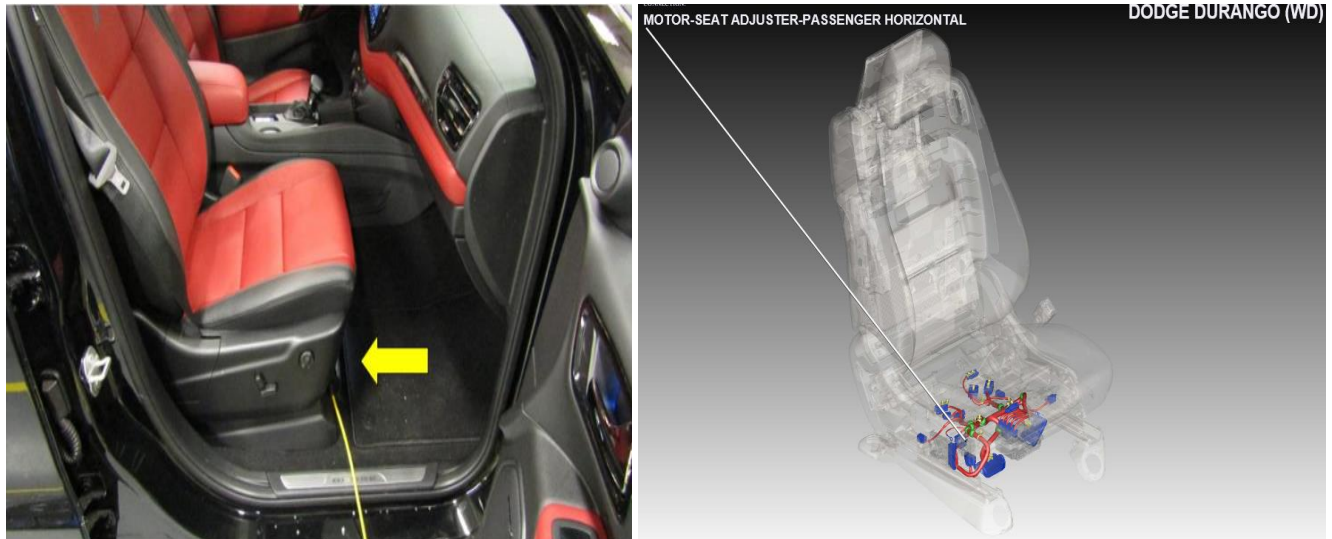


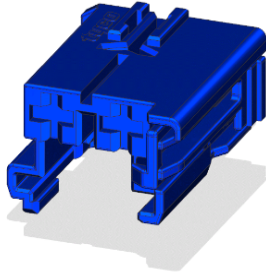
Fig 1

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**

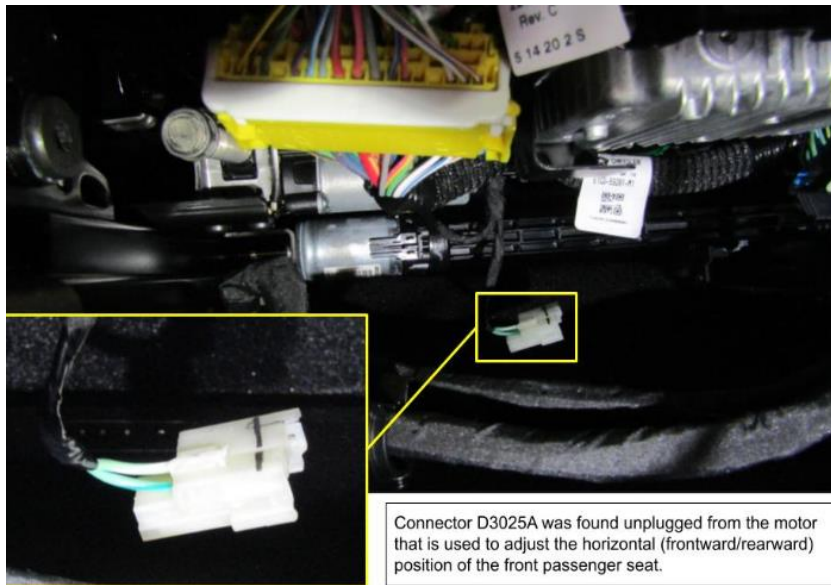


## STAR ONLINE PUBLICATION



NOTE: When connector cavities are identified as "NO CONNECT" in the following table, there may be "Dummy (blunt cut) wires" or Cavities may be "Open", "Plugged", or "Flashed over" depending on vehicle option content.

Pin	Circuit	Wire Color	Gauge/Size	Function
1	P16	GN/DC	1.0	PASSENGER SEAT HORIZONTAL REARWARD DRIVER
2	P14	GN/WH	1.0	PASSENGER SEAT HORIZONTAL FORWARD DRIVER



Connector D3025A was found unplugged from the motor that is used to adjust the horizontal (frontward/rearward) position of the front passenger seat.

Fig 2

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**