



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: 3rd Row Power Folding Seats Do Not Fold Or Operate

Customer Complaint/Technician Observation: Customer may report the folding seat(s) do not operate. Folding seat module may have DTC's B1F2A-54 3RD ROW SEAT RT - RECLINE MOTOR 1-MISSING CALIBRATION and/or B1F28-54 3RD ROW SEAT LT - RECLINE MOTOR 1-MISSING CALIBRATION

Discussion: If the customer reports the symptom/condition, duplicate and verify the concern. If the power folding seats do not fold, check for obstructions and/or binding in the seat movement when attempting to fold. If no obstructions or binding is observed check for DTC's. If any electrical or performance codes are present, perform the published diagnostics to resolve. If only B1F2A-54 and/or B1F28-54 are present, it is likely the FSM (Folding Seat Module) has lost its calibration. The FSM is designed to lose its calibration after multiple attempts are made to fold and an obstruction is present. Perform the seat recalibration routine in WiTECH. If the seat calibrates, please note for the customer to check for obstructions to prevent future issues. If the seat will not calibrate, the FSM will need to be replaced.

Software is expected mid to late Q3 2021 which will increase the number of obstructions detected and the calibration being erased from 5 to 15.

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