



## STAR ONLINE PUBLICATION



**Case Number:** S2208000088

**Release Date:** April 2022

**Symptom/Vehicle Issue:** Passenger Front Seat Massager Inoperative

**Customer Complaint /Technician Observation:** Owner complaint, the passenger front seat massager does not operate. Technician observed the vehicle may be setting an active or stored DTC U12B6-00-LOST COMMUNICATION WITH THE SEAT MASSAGE MODULE PASSENGER or have no DTC's.

**Repair Procedure:** Inspect the passenger seat inline connector XY414A, secure any loosely seated connectors. If the connector is secure, inspect the connector location for loose, spread or pushed out terminals and repair as needed Fig 1, 2.

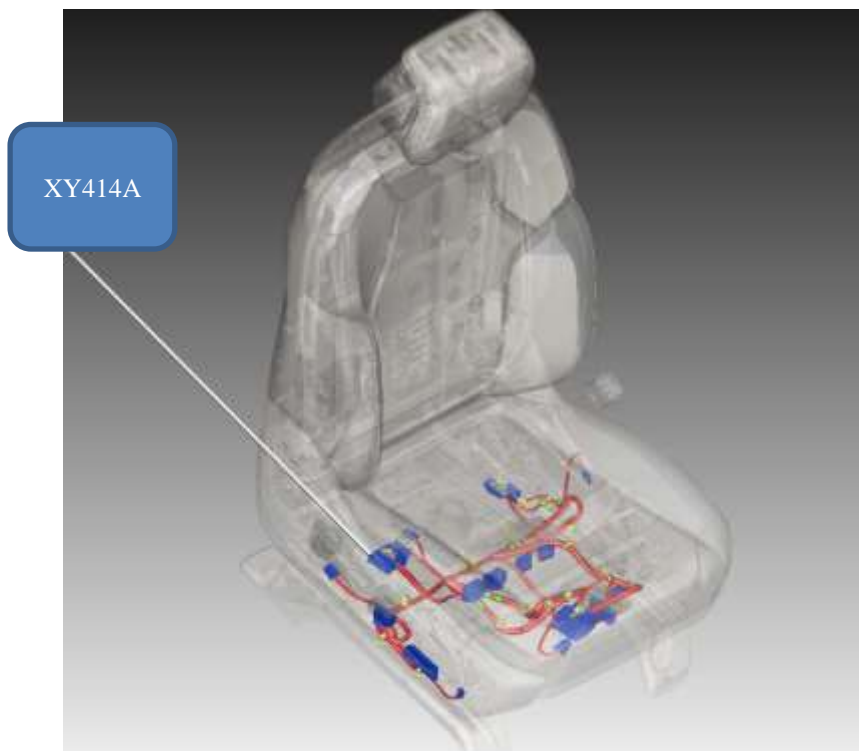


Fig 1

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**



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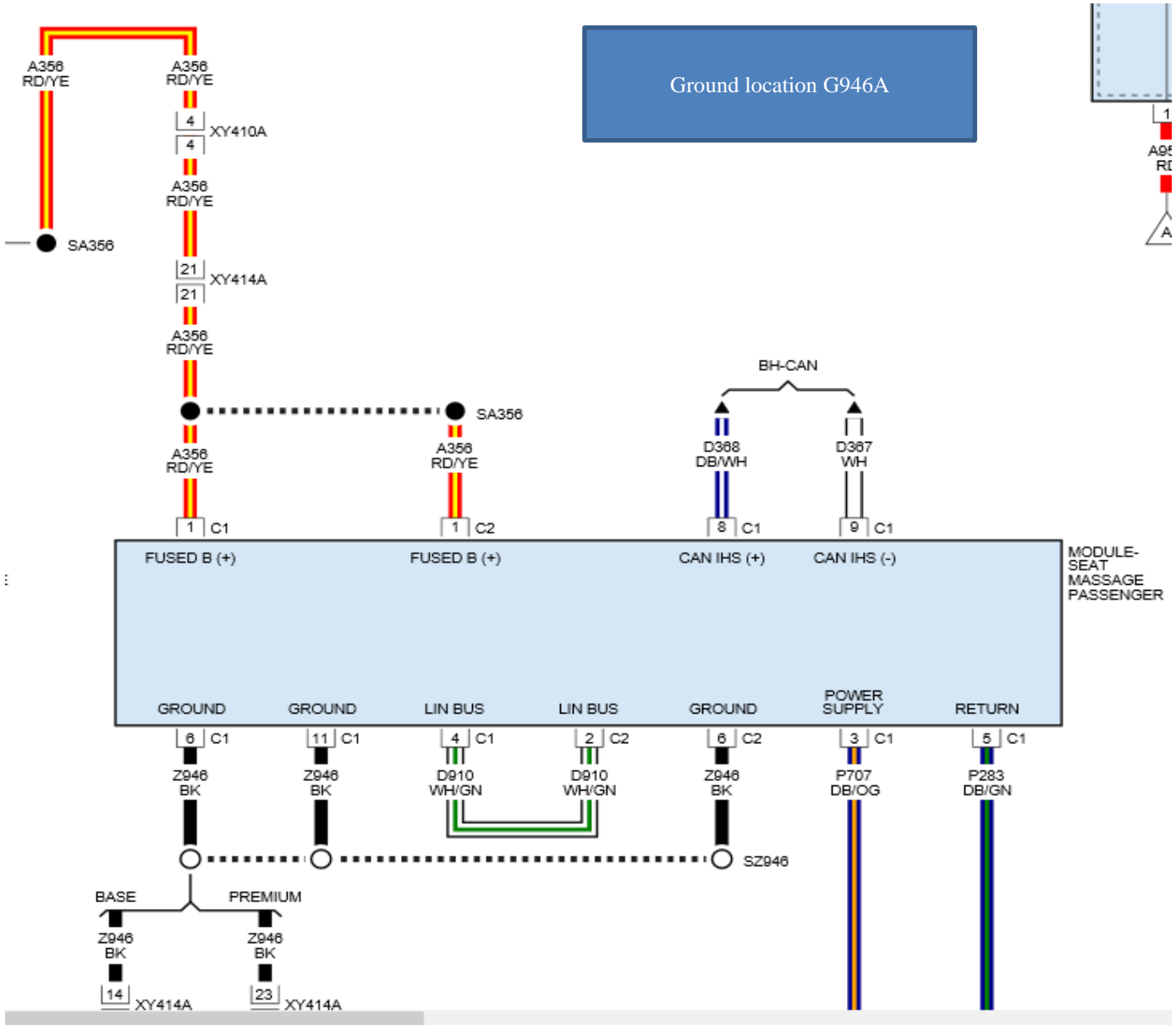


Fig 2

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