



STAR ONLINE PUBLICATION



Case Number: S2208000148

Release Date: August 2022

Symptom/Vehicle Issue: Driver or Passenger Memory Seat Profiles Inoperative, No Easy Entry/Exit Function Available

Customer Complaint/Technician Observation: Owner complains that intermittently the memory seat presets do not recall the programmed seat positions. Technician may observe Diagnostic Trouble Codes (DTC's) B1D9B-54 Seat Horizontal Front Stop Not Learned - Missing Calibration or B233C-77 Commanded Position Not Reachable-Commanded Position Not Reachable.

Discussion: Engineering has identified that in some cases the memory seat module may lose its memory settings or calibration. When this condition appears owners may complain of a temporary loss of their memory seat profiles and/or easy exit seat operations.

Do not replace any parts at this time, perform a standardize Memory Seat Module (MSM) Standardization Routine, following the directions on the scan tool and then reset any desired memory seat profiles once complete. Engineering has improved software to enhance the memory modules performance, this software update is expected for service release by late 3rd quarter of 2022.

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, eCONTACT or Service Library entry if no solution is found.