



## STAR ONLINE PUBLICATION



**Case Number: S2324000003**

**Release Date: February 2023**

**Symptom/Vehicle Issue:** Heated seats turn off by itself when on HI setting, without customer input after approximately 20 minutes.

**Customer Complaint/Technician Observation:** Heated seats turn off by itself when on HI setting, without customer input after approximately 20 minutes. Medium or Low settings are not affected.

**Discussion:** An improvement for this condition is in development and is expected to be released by the end of the 2<sup>nd</sup> quarter. Replacing components will not change or improve the condition.

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**