



## STAR ONLINE PUBLICATION



**Case Number:** S2223000048 Rev. A

**Release Date:** April 2023

**Symptom/Vehicle Issue:** Heated Seat Cushion Element Inoperative

**Discussion:** Customer may complain the seat cushion for the driver and or passenger seat is not warming. Prior to ordering replacement elements or replacing any parts, verify the connection under the seat. The connector requires an assembly method of “push, click, push, push” to ensure connection is complete. Refer to the figures below. It may not be necessary to remove the seat or disassemble to verify the connections. You may be able to access under the seat and reach the connection. If required refer to Service Library 08 - Electrical / 8G - Heated/Cooled Systems / Heated Seats / PAD, Heater Front Seat Cushion / Removal and Installation.

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 1  
Connector not fully seated.



Fig 2  
Connector fully “push, click, push, push” seated.

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