

SSM 51723

2021 F-150 - Heated Seats Inoperative With DTC B1208:2A And/Or B120A:2A In The DSM - Built On 22-Jul-2021 And Through 09-Nov-2021

Some 2021 F-150 vehicles built on 22-Jul-2021 and through 09-Nov-2021 may experience inoperative heated front seats with diagnostic trouble codes (DTC) B1208:2A and/or B120A:2A in the driver front seat module (DSM). This may be due to various software parameters in the DSM. To correct the condition, download and run the DSM - Driver Front Seat Module (DSM) Configuration app on the latest level of the Ford diagnostic scan tool. For claiming use causal part number 14C708 and applicable labor times from Section 10 of the Service Labor Times Standard (SLTS) Manual.