



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Rear Heated Seat Inoperative, Diagnostic Trouble Code (DTC) B1E9C-13 – Rear Right Heater Control 1 Circuit Open

Customer Complaint/Technician Observation: The owner complains of the rear passenger heated seat that is not turning on. The technician observed the vehicle is setting DTC B1E9C-13 Rear Right Heater Control 1 Circuit Open for the right rear heated seat.

Repair Procedure: Open the rear seat back by releasing the large J clip at the base of the rear of the seat. Inspect the routing of the seat wiring harness to ensure the harness is clipped and positioned correctly without any signs of pinching. Repair any pinched harness conditions using the harness repair guidelines within Service Library and reposition and secure the harness as needed to complete.



Example of proper routing in 2nd row Seatback

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