



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: The Heated Seats Do Not Meet The Customers Expectations

Discussion: Customers may complain that the heated seats do not get warm enough or meet their temperature expectations. This is more noticeable in colder climates. By design, the heated seat calibrated output temperature is lower on DS than other Stellantis vehicles. Because of this, customers may perceive that their heated seats are not functioning correctly.

Diagnosis: Perform the following to determine if the heated seat system is operating as designed, or that there is an actual issue.

1. Scan the vehicle for DTC's which may be related. Perform any related DTC flow charts.
2. Using an infrared thermometer gun, compare the Driver's seat surface temperature to the Passenger seat. Be aware that wear, including compression of the seat foam can lead to different temperature readings.
3. Compare the surface temperature between similarly built known good vehicles. Heated seat surface temperature can vary greatly dependent on what material the seat is made from (cloth vs leather).

Repair: If no concerns are found, components should not be replaced. Heated seat performance is expected to be noticeably lower on DS than other Stellantis vehicles.

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