



STAR ONLINE PUBLICATION



Case Number: S2424000010

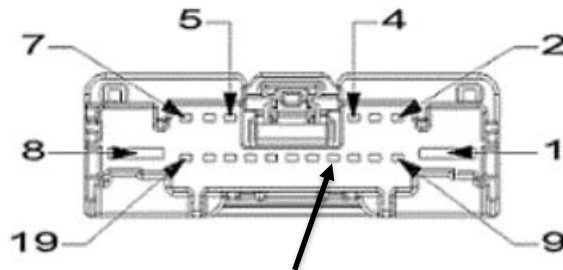
Release Date: October 2024

Symptom/Vehicle Issue: Customer Indicates Drivers Heated Seats Are Not Working.

Customer Complaint/Technician Observation: Customer indicated that the drivers front heated seats do not turn on.

With further investigation it was determined that there was an intermittent open circuit. When the seat was occupied, and pressure was applied the circuit would open. The open circuit was isolated to a bent pin 11 in Comfort Seat Module connector.

Inspect the connector and module pins to ensure they are not broken or damaged. Straighten necessary pin and ensure no damage is present. Reassemble the connector and retest.



Pin 11 – P841 GN/VT

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, eCONTACT or Service Library entry if no solution is found.