



SSM 53530 2021-2025 Various Vehicles - Heated/Cooled Seats, Heated Steering Wheel And/Or Front/Rear Defrost Inoperative After Remote Start Event

Some 2021-2025 Ford vehicles may exhibit a condition where heated/cooled seats, heated steering wheel and/or front/rear defrost features will not turn on after a remote start is performed through the FordPass application or the key fob. These features then operate normally when commanded in the center display screen. This may be due to the customer not setting up their "Climate Settings" through the FordPass mobile application. To correct this condition, inform the customer they should perform a remote start from FordPass and then adjust the "Climate Settings" in the FordPass application as desired. These settings only need to be set once and will persist through subsequent remote starts. Heated and cooled seats will be set to Level 2 when turned ON via "Climate Settings" in FordPass during a remote start event. This is normal operating characteristic. This condition does not affect vehicle durability and no additional diagnosis or service is required for this condition at this time.