



STAR ONLINE PUBLICATION



Case Number: S2524000005

Release Date: May 2025

Symptom/Vehicle Issue: Customer Indicates Front Seat Comfort Seat Options Are Not Working

Complaint/Technician Observation: Upon further inspection it can be found that the comfort seat options are intermittently operational. The heated and ventilated seat button on the display screen can show gray at times.

Loss of communication faults may set in the system when this occurs, they can be active or stored faults.

Inspect the connector at the Comfort Steering Wheel Surface Module (location view below). Corrosion can be found inside the connector created resistance and making connection intermittently.

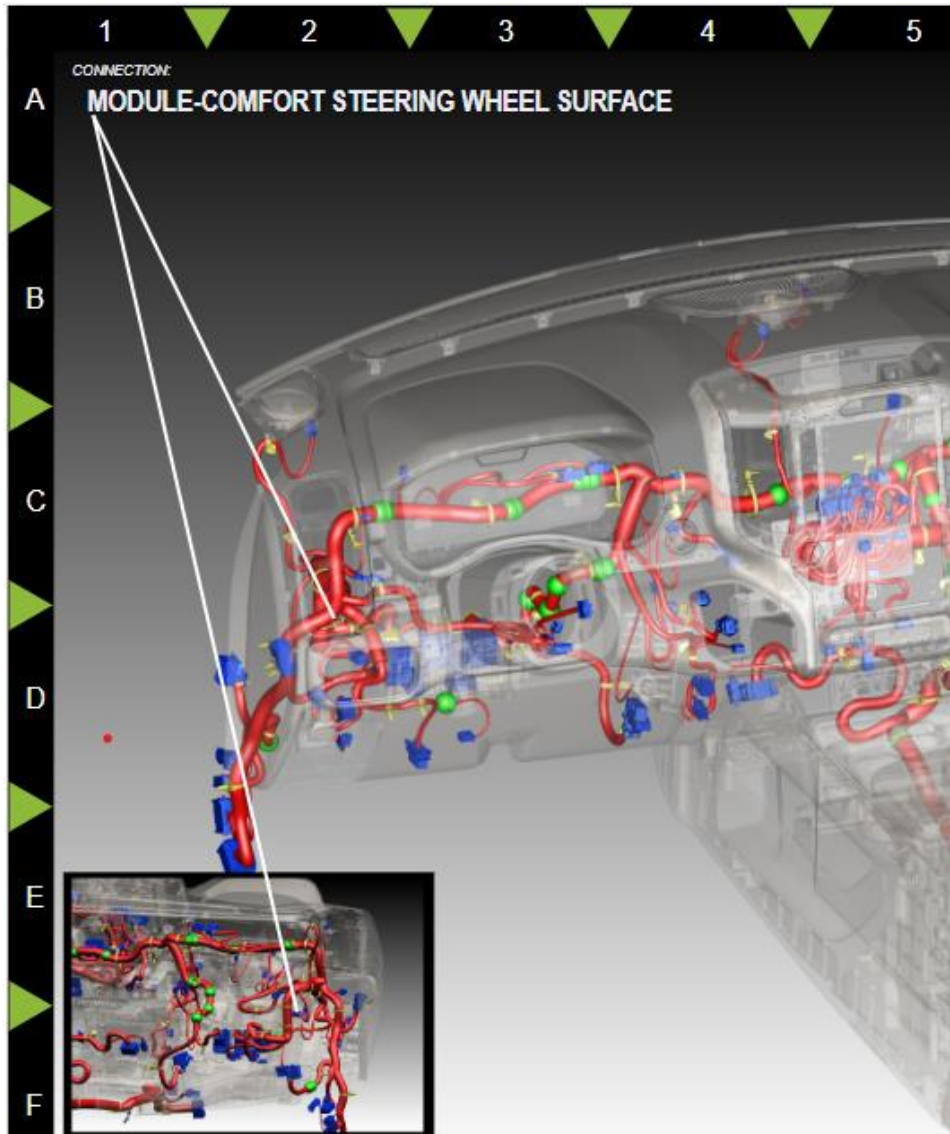
If this condition is found, clean and repair the circuitry as necessary and retest.

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.



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