



STAR ONLINE PUBLICATION



Case Number: S2508000061

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Symptom/Vehicle Issue: Comfort and Convenience Display Module (CCDM) is displaying the Seat Massage Graphics, Vehicle is not Equipped

Customer Complaint/Technician Observation: The owner has the comfort and convenience display that shows the seat massager graphic icon, the vehicle does not have the optional equipment. The technician has observed the vehicle is not equipped with sales code CE9 Power Seat Back Massage-Driver or CE5 Power Seat Back Massage-Passenger. These Diagnostic Trouble Codes (DTCs) may be present in the comfort screen module, U12B5-00, U149C-00, U12B6-00 or U149D-00 which are related to the massage feature.

Discussion:

1. Confirm the CCDM part number.
2. If the vehicle has the part 68721063AB proceed to proxi align the CCDM using wiTECH scan tool.
3. If the vehicle does not have the latest part 68721063AB replace the module with the latest.
4. Proceed to proxi align the CCDM after the replacement.
5. Perform an ignition cycle BUS sleep cycle and confirm the massage seat graphics are removed from the CCDM.

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.