



## STAR ONLINE PUBLICATION



**Case Number:** S2508000071

**Release Date:** August 2025

**Symptom/Vehicle Issue:** Easy Entry Rear (EER) Moves Forward and Then Drifts Rearward Blocking the Easy Entry

**Customer Complaint/Technician Observation:** Owner complains while accessing the rear seat using the EER the front seat moves forward and then moves back without stopping in the forward position not allowing a person to enter the vehicle. The technician has duplicated the concern, no Diagnostic Trouble Codes (DTCs).

### Repair Procedure:

#### Perform a manual seat calibration:

1. Move the seat to the full rearward position using the manual switch, and then to the full forward position.
2. View and clear all the DTCs with the scan tool.
3. Set the memory position using the driver manual switch, then switch off the vehicle
4. Restart the vehicle and test the operation.

Engineering is currently investigating software updates to improve the above concern, estimated for the 3<sup>rd</sup> quarter of 2025. The field will be notified when updates become available.

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.**