



STAR ONLINE PUBLICATION



Case Number: S2624000003 REV.A

Release Date: March 2026

Symptom/Vehicle Issue: Heated Seats Shutting Off Prematurely

Models Affected: 2025/2026 Ram 1500 (DT)

Customer Complaint/Technician Observation: Customer indicates heated seats shut off prematurely.

Discussion: Further investigation shows that the heated seats shut off after short periods of usage. The initial power on can last as long as 25-30 minutes, after the heated seats shut off it can be seen to shut off anywhere from 1 minute to 20 minutes.

If you have a vehicle that experiences this condition. Please create a STAR ticket and ask for it to be escalated to HVAC engineering for further diagnostics.

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 or eCONTACT ticket if no solution is found