



## STAR ONLINE PUBLICATION



**Case Number:** S2608000016

**Release Date:** April 2026

**Symptom/Vehicle Issue:** Heated Steering Wheel Operates Intermittently

**Models Affected:**

2025-2026 Ram 1500 (DT)

**Owner Complaint/Technician Observation:** The owner complains that the heated steering may not operate at times. The technician may or may not have been able to duplicate. Vehicle may set Diagnostic Trouble Code (DTC) B10C4 Heated Steering Wheel as stored or active.

**Discussion:** Customers may experience loss of heated steering wheel functionality due to the C3 connector containing circuits (C91) power supply and (C986) return circuit to be damaged. This connector is located on the steering wheel harness connecting the SCCM (Steering Column Control Module) involved circuits.

Inspect the C3 connector and harness for any obvious damage, if no visible damage secure the C1 and C3 connectors using the push-pull-push method and testing the operation.

If connector on the steering wheel harness is damaged or has spread terminals, replace the steering wheel harness as required. See the below to test the SCCM if not replacing the harness. When re-installing the steering wheel harness, ensure all connections are secure using the connector push-pull-push method and then operation to complete.

Test SCCM:

ISOLATE AND CHECK THE (C91) POWER SUPPLY AND (C986) RETURN CIRCUIT FOR AN OPEN WITHIN THE SCCM.

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 case details 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.**

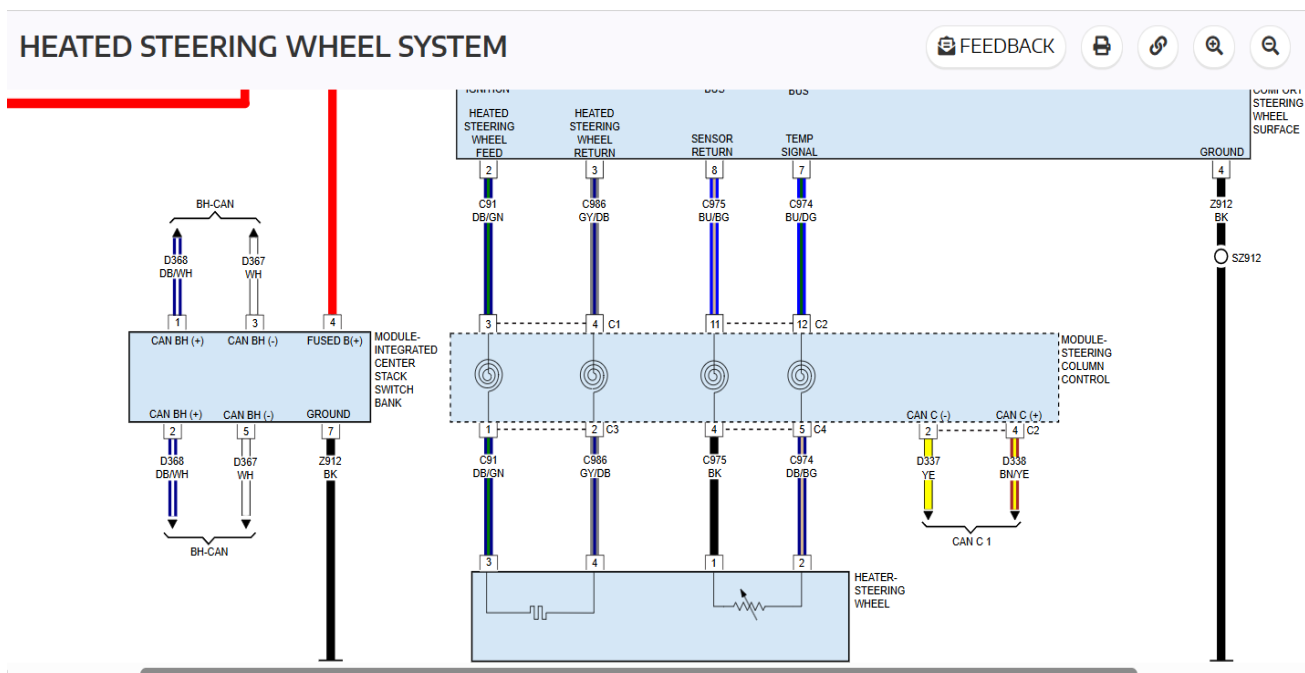


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1. The ignition must be off when checking the continuity of a circuit.
2. Isolate the circuits by disconnecting the SCCM C3 harness connector and the C1 connectors.
3. Before measuring the resistance of any circuit, first measure the resistance between the two leads of the DVOM. Note: The meter leads can add resistance to the measurement value that should be noted prior to testing.
4. Measure the resistance of the SCCM C1 pin 3 (C91 circuit) to C3 SCCM pin 1 (C91 circuit) a good SCCM pass through should be less than 3 ohms.
5. Measure the resistance of the SCCM C1 pin 4 (C986 circuit) to C3 SCCM pin 2 (C986 circuit) a good SCCM pass through should be less than 3 ohms.

**NOTE: When probing a circuit at an Electronic Control Unit (ECU) harness connector, always use a proper back probing tool to prevent any possible damage to terminals.**



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