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Case Number: S2623000025

Release Date: April 2026

Symptom/Vehicle Issue: Front Seat Massage Function Inoperative.

Models Affected: 2025-2026 Ram 1500 (DT)

Discussion: The massage seats operate on air pressure. During operation, internal seat bladders are filled and released with air. A restriction of the air lines could cause the system to not operate properly. Prior to replacing any components of the seat, review the below image and carefully cut the push pin line fastener and remove it from the line bundle.

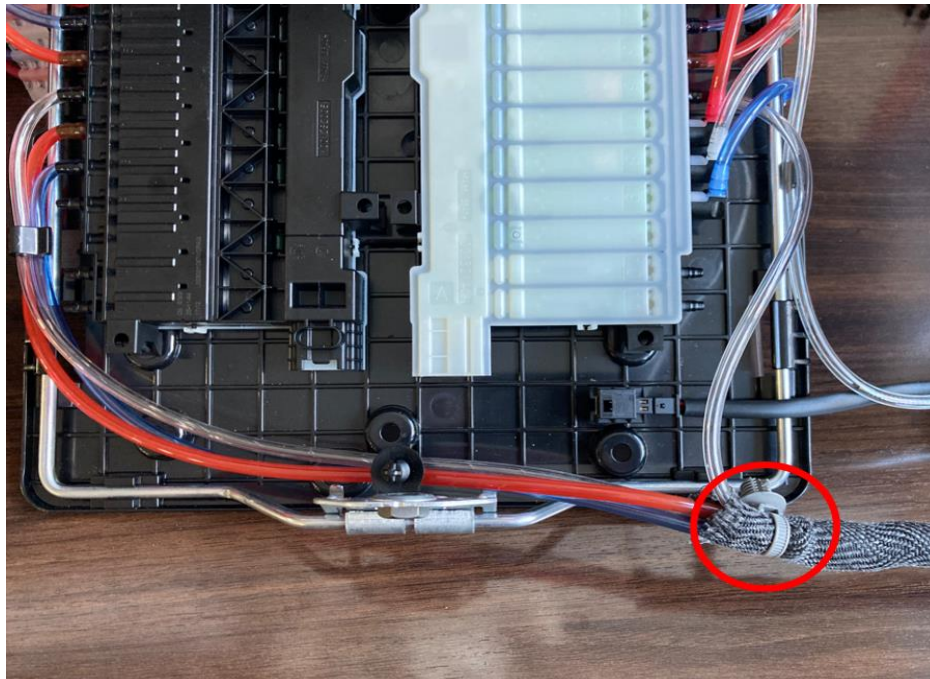


Fig 1
Line Bundle Push Pin To Be Removed

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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Fig 2.
Example Of Line Pinching From Push Pin.

To gain access to remove the push pin the seat back will require removal. Refer to Service Library 23 - Body / Seats, Front / SUPPORT, Lumbar / Removal and Installation COMFORT SEAT VALVES. Then carefully use a pair of side cutters to cut the loop retaining the line bundle shown in Fig 1. Use a trim stick to remove the push pin from the seat frame. Once accomplished, using finger pressure to restore the round shape of the lines to clear any pinch area. Then assemble the seat back and test operation of the massage feature.

<<<Note>>> The comfort seat valves and lumbar pump do not require removal to accomplish cutting and removing the push pin.

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