



SSM 55008 Various 2021-2026 Vehicles - Heated/Cooled Seats, Heated Steering Wheel And/Or Front/Rear Defrost With Unintended Operation After Remote Start Event

Some 2021-2026 Ford vehicles may exhibit inoperative heated/cooled seats, heated steering wheel and/or front/rear defrost features after a remote start is performed through the Ford mobile application or with the key fob. Customers may also experience heated/cooled seats, heated steering wheel and/or front/rear defrost features turning on in unexpected conditions such as during warmer weather. These features will operate normally when commanded in the center display screen. This may be due to the customer not setting up their "Climate Settings" through the Ford mobile application. To correct this condition, inform the customer they should perform a remote start from the Ford mobile application and then adjust the "Climate Settings" in the Ford mobile application as desired. These settings only need to be set once and will persist through subsequent remote starts. Heated and cooled seats will be set to Level 2 when turned ON via "Climate Settings" in the Ford mobile application during a remote start event. This is normal operating characteristic. This condition does not affect vehicle durability and no additional diagnosis or service is required for this condition at this time.