

	GROUP Electrical	MODEL 2021MY Sorento (MQ4a)
	NUMBER PS687	DATE May 2021



TECHNICAL OPERATIONS

SUBJECT: **DIAGNOSING HAPTIC MOTOR CONCERNS**

This Pitstop provides information regarding a “Check Haptic Steering Wheel System” message displayed on the cluster on some 2021MY Sorento (MQ4a) vehicles, with DTC B247300 which may be related to a poor connection in the haptic motor circuit. When diagnosing for this concern, the haptic motor circuit is shown in the ‘Audio System’ or ‘A/V Navigation’ wiring schematics and not in the steering system.



The location may not be shown clearly in the DTC information for the haptic motor. Refer to the image below for clarification.



