



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Memory Seat Does Not Work There Is No Response from The Seat While Pressing the Memory Seat Profiles from the Switch Diagnostic Trouble Code (DTC) B1D9B-54-Seat Horizontal Front Stop Not Learned-Missing Calibration

Models Affected: 2014-2026 Dodge Durango (WD) 2021-2026 Jeep Grand Cherokee (WL)
2022-2026 Wagoneer (WS) 2025-2026 RAM 1500 (DT)
2025-2026 RAM 2500 (DJ) 2025-2026 RAM 3500 (D2)
2025-2026 RAM 3500 (DD) 2025-2026 RAM 4500/5500 (DP)

Customer Complaint/Technician Observation: When the switch is pressed, there is no response from the module/seat. The technician may find B1D9B-54 DTC setting in the Memory Seat Module (MSM).

Repair Procedure:

1. Check the battery voltage and condition, if the battery voltage drops below 9V it can be a suspect for this concern.
2. Charge the battery as required, and ensure connections are secure at the battery.
3. Perform Manual seat calibration by moving the seat all the way to the rear and then all way forward.
4. Clear all the Diagnostic Trouble Codes (DTCs).
5. Set the memory position using the most current owner manual procedures. Test the operation after a full sleep cycle to ensure settings are retained.

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, eCONTACT or Service Library entry if no solution is found.