STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Drivers Heated Seat Turns Off By Itself When Set To High. B1E99-13 - Front Left Heater Control 1-Circuit Open Is Active

Discussion: The drivers heated seat may switch off by itself when set to High. Upon scanning the vehicle for DTC's you will find B1E99-13 - Front Left Heater Control 1-Circuit Open Is Active. The concern will only occur when the Drivers heated seat is set to High. This concern may be caused by a heated seat calibration and/or seat cushion/heater mat issue.

Repair Procedure: Updated the HVAC software using the latest revision of TSB 23-006-22 - Heated Seat Calibration Update.

If the software update does not resolve the concern. Continue following the TSB and replace the foam pad AND heater mat. The TSB is in the process of being revised to include additional vehicles.

Note: The heated seat mat should not be removed from the seat cushion, and the seat cushion and heater mat (still assembled) will need to be returned.
Please follow the published service procedure for replacement: 23 - Body / Seats, Front / Cover, Seat Cushion, Front/ Removal and Installation

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 or eCONTACT ticket if no solution is found