

## Poor Seat Heater Performance

### AFFECTED VEHICLES

2016–17 Pilot

The seat heaters offer passengers some level of comfort in colder weather when the seats or inside cabin temperature are on the cool to cold side. But when it's warm outside and/or the inside cabin temperature is on the warm to hot side, they may not heat the seats above the inside cabin temperature, causing passengers to think there's something wrong with the seat heaters.

If you get a vehicle in for this issue, before trying any repairs, be sure to compare seat heater performance against an **identical** vehicle (same model, year, and trim level) and under the **same** temperature conditions that your customer noticed this issue. It's important to make this comparison using **identical** vehicles, since seat heater operation varies among trim levels.

Keep in mind if seat heater performance is the **same** between your customer's vehicle and the one you're comparing it to, then component replacement **won't** make a difference and it becomes a matter of customer education.

If that's the case, have the service advisor explain seat heater operation to your customer. The service advisor should also point out that for best results to set the seat heater mode first to **HI**, then, as the seat warms up, to **LO**. We cover this in the owner's manual.