



Stacy L. Balzer
Operating Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

September 15, 2023

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Heated Steering Wheel Performance Upgrade 22G06**
Certain 2023 Model Year F-150 Vehicles
Heated Steering Wheel Performance Upgrade

PROGRAM TERMS

This program will be in effect through September 30, 2026. There is no mileage limit for this program.

URGENCY / EXPIRATION DATE

This Heated Steering Wheel Performance Upgrade has an expiration date of September 30, 2026 to encourage dealers and customers to have this service performed as soon as possible.

We recommend dealers utilize their FSA VIN List's name and address to contact customers with affected vehicles. FSA VIN Lists are expected to be available on September 15, 2023.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
F-150	2023	Dearborn Truck Plant – Kansas City Plant - Rouge Plant	September 22, 2022 through March 29, 2023

US population of affected vehicles: 6,261. Affected vehicles are identified in OASIS and FSA VIN Lists.

Note: Some vehicles may be in the process of being repaired at the plant. Monitor OASIS before opening an RO and/or beginning a repair. Parts purchased for an FSA can be returned for credit if required. See the EXCESS STOCK RETURN details in Attachment II for more information.

REASON FOR THIS PROGRAM

A global supply shortage of semiconductor chips caused unavailability of the specific chip within the Steering Column Control Module (SCCM) required for heated steering wheel functionality.

SERVICE ACTION

Dealers are to replace and configure the steering column control module (SCCM). This service must be performed on all affected vehicles at no charge to the vehicle owner. For new vehicle storage guidelines, refer to EFC13033.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters are expected to be mailed the week of September 15, 2023. Dealers should repair any affected vehicles that arrive at their dealerships, whether or not the customer has received a letter.

ATTACHMENTS

- Administrative Information
- Labor Allowances and Parts Ordering Information
- Technical Instructions
- Vehicle Pickup and Delivery Record
- Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "Stacy L. Balzer". The signature is written in a cursive, flowing style.

Stacy L. Balzer

Heated Steering Wheel Performance Upgrade 22G06

MOBILE SERVICE REPAIR ASSESSMENT LEVEL

- All repairs in this program have the following assessment level.
Ⓢ - Not a Mobile Service Repair

OASIS ACTIVATION

OASIS will be activated on September 15, 2023.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will be available through <https://web.fsavinlists.dealerconnection.com> on September 15, 2023. Owner names and addresses will be available by September 29, 2023.

NOTE: Your FSA VIN Lists may contain owner names and addresses obtained from motor vehicle registration records. The use of such motor vehicle registration data for any purpose other than in connection with this program is a violation of law in several states, provinces, and countries. Accordingly, you must limit the use of this listing to the follow-up necessary to complete this service action.

SOLD VEHICLES

- Owners of affected vehicles will be directed to dealers for repairs.
- Immediately contact any of your affected customers whose vehicles are not on your VIN list but are identified in OASIS. Give the customer a copy of the Owner Notification Letter (when available) and schedule a service date.
- Correct other affected vehicles identified in OASIS which are brought to your dealership.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

BRANDED / SALVAGED TITLE VEHICLES

Affected branded /salvaged title vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

PICK-UP AND DELIVERY- Participating Dealers

Dealers participating in the Remote Experience Program:

- Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.

PICK-UP AND DELIVERY- Non-participating Dealers

Dealers not participating in the 2023 Remote Experience Program for Pick-up & Delivery are authorized to claim unique services for completing this program.

- Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up & delivery services. Refer to Labor Allowances for details.

- Dealers must retain a Vehicle Pick-up & Delivery Record with the repair order documentation.

Heated Steering Wheel Performance Upgrade 22G06

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford/Lincoln Program Policies – Field Service Actions (FSA) – Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site before completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action
 - Sub Code: 22G06
 - Customer Concern Code (CCC): C20
 - Condition Code (CC): 42
 - Causal Part Number: 3F791, Quantity 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with the same claim type and subcode as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

- **Pickup & Delivery:**
 - Dealers participating in the Remote Experience Program –
 - Refer to EFC12071, 2023 Remote Experience Program, Pickup & Delivery (PDL) Offset section for additional details.
 - Dealers NOT participating in the Remote Experience Program –
 - Dealers are authorized to claim one-half labor hour per repair for vehicle pick-up and delivery services.
 - Dealers must retain a Vehicle Pick-up and Delivery Record with the repair order documentation.

Heated Steering Wheel Performance Upgrade 22G06

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
12" Display: Replace SCCM and HVAC Module with Center Console. Enable the heated steering wheel option using FDRS.	22G06B	1.1 Hours
12" Display: Replace SCCM and HVAC Module without Center Console. Enable the heated steering wheel option using FDRS.	22G06C	1.1 Hours
15" Display: Replace SCCM and enable the heated steering wheel option using FDRS.	22G06D	0.8 Hours
If equipped with Adaptive Steering: Check and Correct Front Toe.	22G06E	0.9 Hours
If equipped with Adaptive Steering and lane departure: Check and Correct Front Toe and configure Lane Departure.	22G06F	1.0 Hours
Vehicle Pick-up and Delivery Allowance: This allowance is only for <u>non-eligible</u> 2023 Remote Experience Program Dealers. NOTE: This allowance is for dealer-performed vehicle pick-up/delivery for dealership repairs only. Can only be claimed once, regardless of outstanding FSAs repaired.	22G06PP	0.5 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION

Part Number	Description	Order Quantity	Claim Quantity
NL3Z- 3F791-AA	Steering Column Module – NOT equipped with Auto Wipers OR Power Adjustable Steering Column	1	1
ML3Z- 3F791-HB	Steering Column Module – Equipped with Power Adjustable Steering Column	1	1
NL3Z- 3F791-BA	Steering Column Module – Equipped with Auto Wipers	1	1
W721079-S437	Steering Wheel Bolt	1	1
NL3Z- 19980-S	HVAC Control Module	1	1

NOTE: Please contact the SSSC if you are unsure which part number to order.

Order your parts requirements through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

DEALER PRICE

For the latest prices, refer to DOES II.

Heated Steering Wheel Performance Upgrade 22G06

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped by all applicable local, state, and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

The excess stock returned for credit must have been purchased from Ford Customer Service Division by Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st, 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st, 2021, or later must be inspected and signed off on the repair order by a member of your dealer's fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.
- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.). Please visit FMCDEALER > PARTS & SERVICE > WARRANTY ADMINISTRATION & WARRANTY PARTS RETURN for the latest [Immediate Scrap List](#) information.
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st, 2021, or later. Any eligible FSA claims requiring parts replacement found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer-owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post-repair FSA parts inspection process (electronic or handwritten) is independent of other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be identified on the Repair Order. If multiple FSAs require approval on a single Repair Order, each applicable occurrence will require individual post-repair approval by the designated employee.



Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

September 2023

Heated Steering Wheel Performance Upgrade 22G06

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high-quality, dependable products but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Performance Upgrade for your vehicle with the VIN shown above.

- Why are you receiving this notice?** On your vehicle, a global supply shortage of semiconductor chips caused unavailability of the specific chip within the Steering Column Control Module (SCCM) required for heated steering wheel functionality.
- What is the effect?** Heated steering wheel functionality is not available.
- What will Ford and your dealer do?** In the interest of customer satisfaction, Ford Motor Company has authorized your dealer to install software and a new module(s) which will enable the heated steering wheel functionality free of charge (parts and labor) under the terms of this program.
This Customer Satisfaction Program will be in effect until September 30, 2026 regardless of mileage. Coverage is automatically transferred to subsequent owners.
- How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.
- What should you do?** Please call your dealer without delay to schedule a service appointment for Heated Steering Wheel Performance Upgrade 22G06. Provide the dealer with the VIN of your vehicle. The VIN is printed near your name at the beginning of this letter.
If you do not already have a servicing dealer, you can access ford.com/support for dealer addresses, maps, and driving instructions.
Ford Motor Company wants you to have this service action completed on your vehicle. The vehicle owner is responsible for making arrangements to have the work completed. Ford Motor Company can deny coverage for any vehicle damage that may result from the failure to have this service action

performed on a timely basis. Therefore, please have this service action performed as soon as possible.

NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

What if you no longer own this vehicle?

If you no longer own this vehicle and have an address for the current owner, please forward this letter to the new owner.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

RETAIL OWNERS: If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: ford.com/support.

For the hearing-impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00 AM – 8:00 PM (Eastern Time).

FLEET OWNERS: If you have questions or concerns, please contact our **Ford Pro Contact Center at 1-800-34-FLEET**, choose Option #1, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is fleet.ford.com.

Representatives are available Monday through Friday: 7:00 AM – 11:00 PM and Saturday 7:00 AM – 5:00 PM (Eastern Time).

Thank you for your attention to this important matter.

Ford Customer Service Division

22G06 – Heated Steering Wheel Replacement

VEHICLE PICK-UP AND DELIVERY RECORD

VIN _____ received (check one):

- Pick-up and/or delivery service

As outlined below for the 22G06 Field Service Action program.

- Pick-up – Date: _____

- Delivery – Date: _____

Repair Order #

Repair Order Date

Service Manager Signature

Date

CERTAIN 2023 MODEL YEAR F-150 AND F-150 LIGHTNING VEHICLES — HEATED STEERING WHEEL ACTIVATION

SERVICE PROCEDURE

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IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.

Vehicles with a 15" screen with Adaptive Steering

1. Replace the Steering Column Control Module (SCCM). Follow the Workshop Manual (WSM) procedures in Section 211-05.

NOTE: F-150 Lightning vehicles have a different lower instrument trim panel. See Figure 1.



FIGURE 1



2. Complete the check and adjustment of front toe. Follow WSM procedures in Section 204-00.
3. Connect a battery charger to the 12 Volt (V) battery.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

4. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

5. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

6. Select **Toolbox** tab.
7. From the list on the LH side of the screen, select the **SCCM**.
8. From the list on the RH side of the screen, select **SCCM - Enable Heated Steering Wheel**
9. Click **RUN**. Follow all on-screen instructions carefully.
10. Verify that the soft button is available on the display screen. See Figure 2.

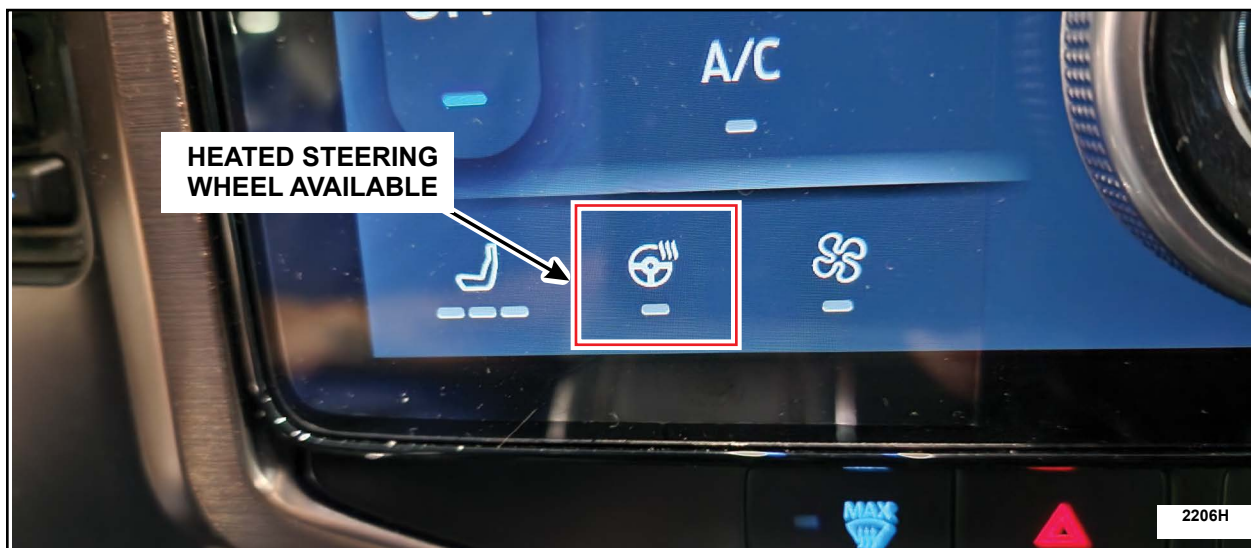


FIGURE 2



Vehicles with a 15" screen without Adaptive Steering

NOTE: Removal steps in this procedure may contain installation details.

NOTE: This step is only necessary when installing a new component.

NOTE: The Programmable Module Installation (PMI) process must begin with the current SCCM installed. If the current SCCM does not respond to the diagnostic scan tool, the tool may prompt for As-Built data as part of the repair.

1. Using a diagnostic scan tool, begin the PMI process for the SCCM following the on-screen instructions.
2. Remove the driver airbag. Follow WSM procedures in Section 501-20B.
3. Disconnect the steering wheel electrical connector(s). See Figure 3.

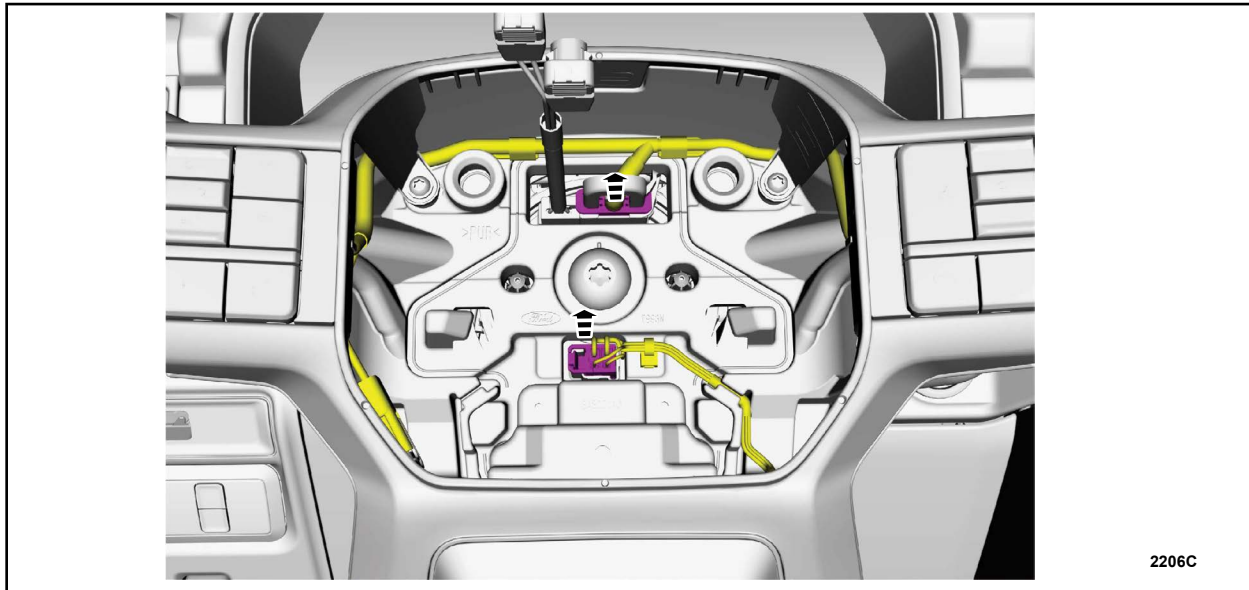


FIGURE 3



NOTE: Make sure the tick-mark on the end of the steering column shaft is on the top position.

4. Remove and discard the steering wheel bolt and remove the steering wheel. See Figure 4.
Torque: 46 lb.in (62.5 Nm)

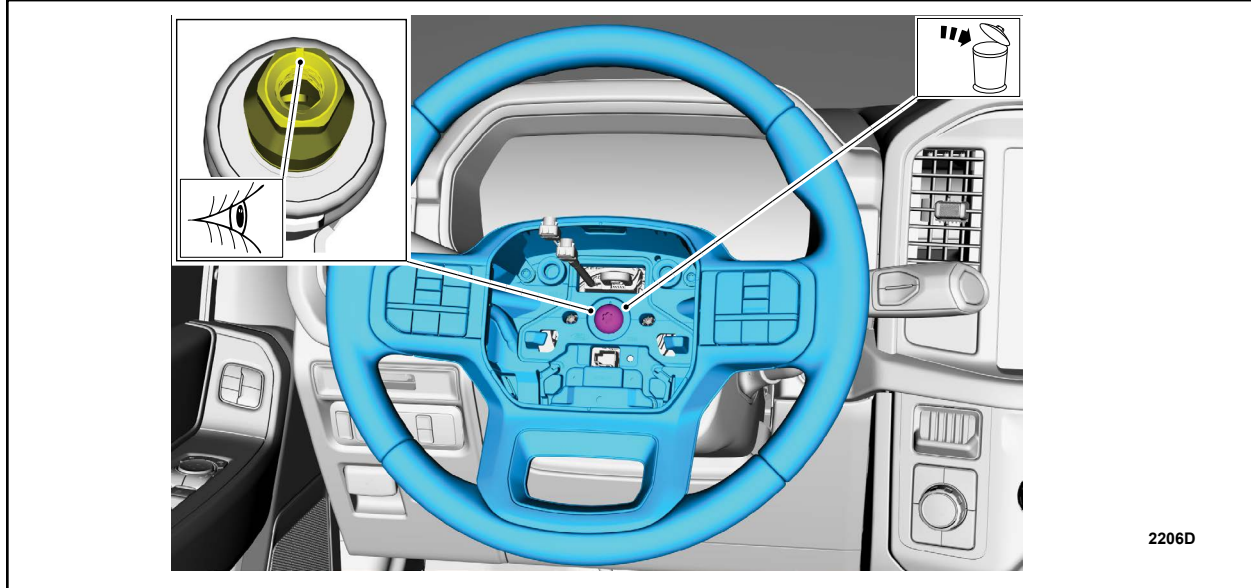


FIGURE 4

5. Remove the steering column shrouds. Follow WSM procedures in Section 501-05.

NOTE: F-150 Lightning vehicles have a different lower instrument trim panel. See Figure 5.



FIGURE 5



6. Disconnect the SCCM electrical connectors, unclip the pin type retainer and position the harness aside. See Figure 6.

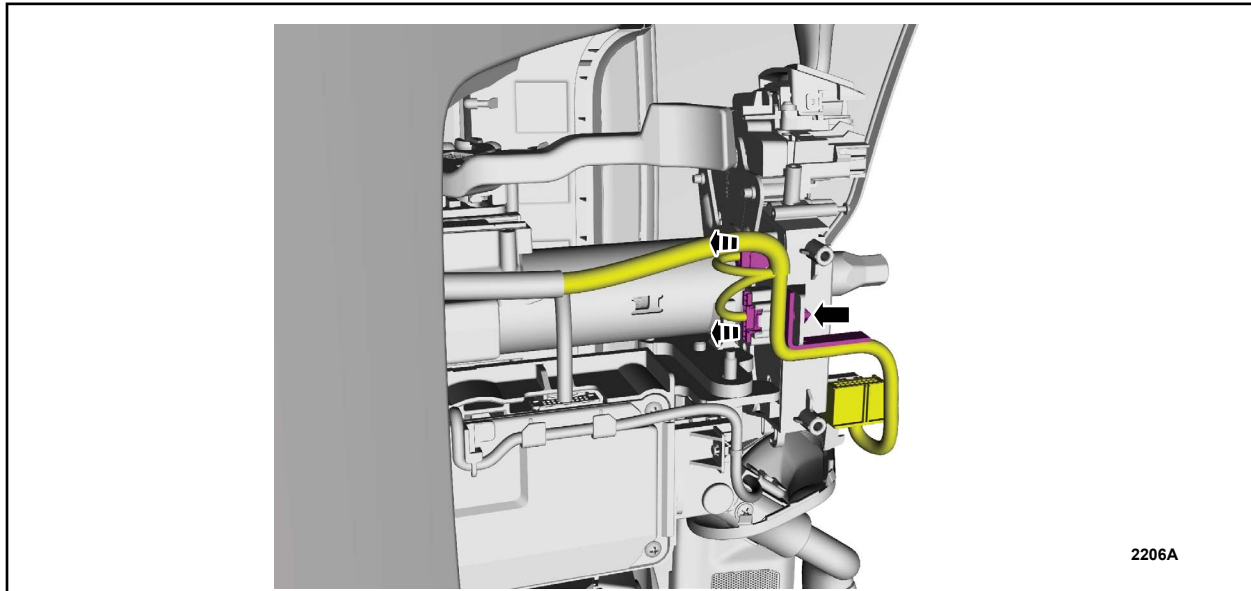


FIGURE 6

7. Remove the retainers and the SCCM. See Figure 7.
Torque: 28 lb.in (3.2 Nm)

NOTE: Clockspring has been removed for clarity. It is not necessary to remove the clockspring separately.

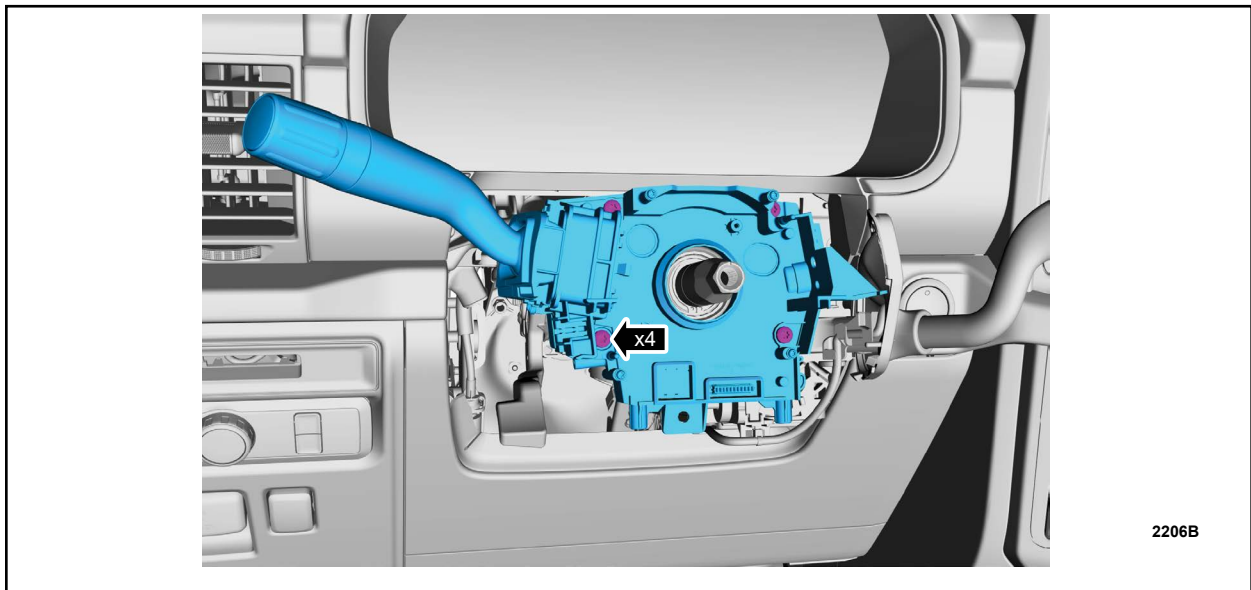


FIGURE 7



8. Install new SCCM. For installation reverse Steps 1-7.

9. Using a diagnostic scan tool, complete the PMI process for the SCCM following the on-screen instructions. 10. Connect a battery charger to the 12 Volt (V) battery.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

11. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

12. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

13. Select **Toolbox** tab.

14. From the list on the LH side of the screen, select the **SCCM**.

15. From the list on the RH side of the screen, select **SCCM - Enable Heated Steering Wheel**

16. Click **RUN**. Follow all on-screen instructions carefully.

17. Verify that the soft button is available on the display screen. See Figure 8.

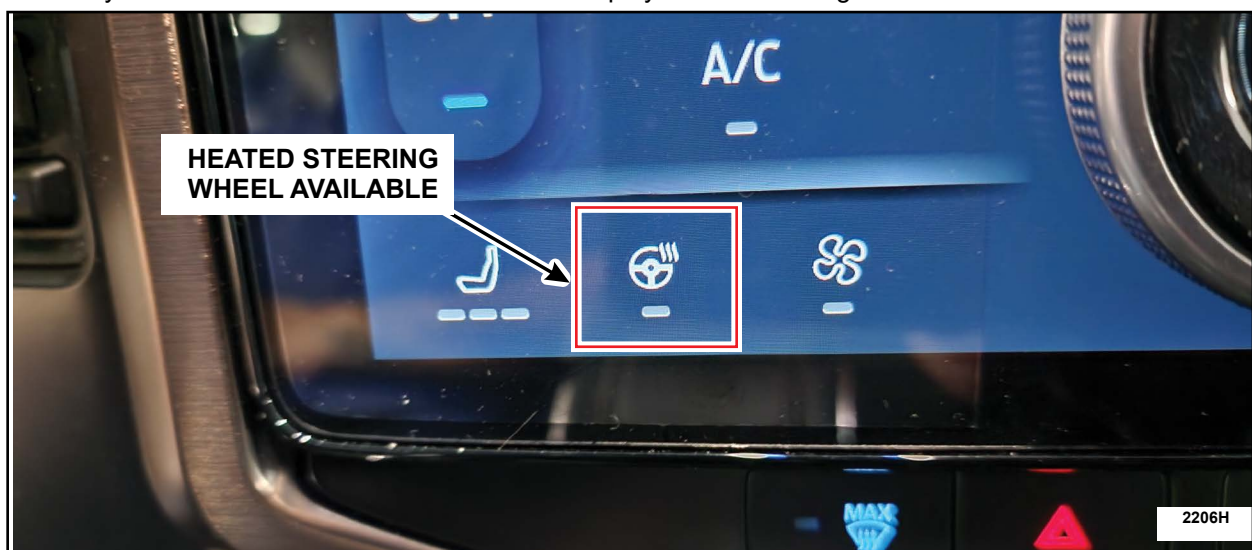


FIGURE 8



Vehicles with a 12" screen with Adaptive Steering

1. Replace the Steering Column Control Module (SCCM). Follow the WSM procedures in Section 211-05.
2. Complete the check and adjustment of front toe. Follow WSM procedures in Section 204-00.
3. Replace the Heating, Ventilation and Air Conditioning (HVAC) Control Module. Follow WSM procedures in Section 412-00.

NOTE: It is not necessary to perform the PMI procedure for the HVAC module.

NOTE: Use care in separating the HVAC module as it is secured with a clip. Press in on the clips to release. See Figure 9.

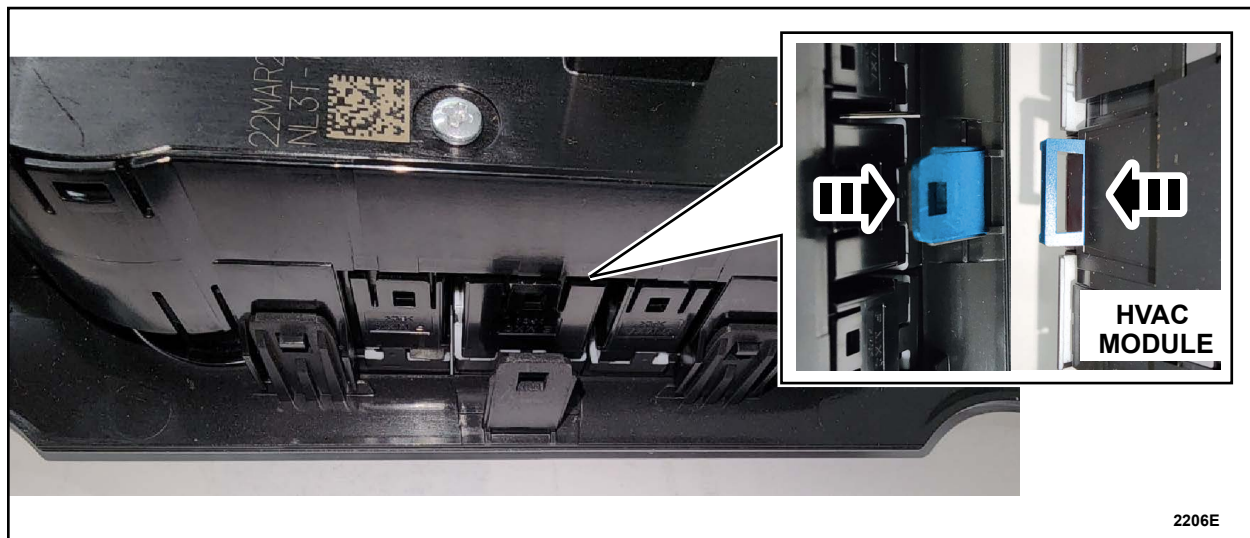


FIGURE 9



4. Connect a battery charger to the 12 Volt (V) battery.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

5. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

6. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.

7. Select **Toolbox** tab.

8. From the list on the LH side of the screen, select the **SCCM**.

9. From the list on the RH side of the screen, select **SCCM - Enable Heated Steering Wheel**

10. Click **RUN**. Follow all on-screen instructions carefully.

11. Start vehicle and verify that the heated steering wheel is functioning. See Figure 10.

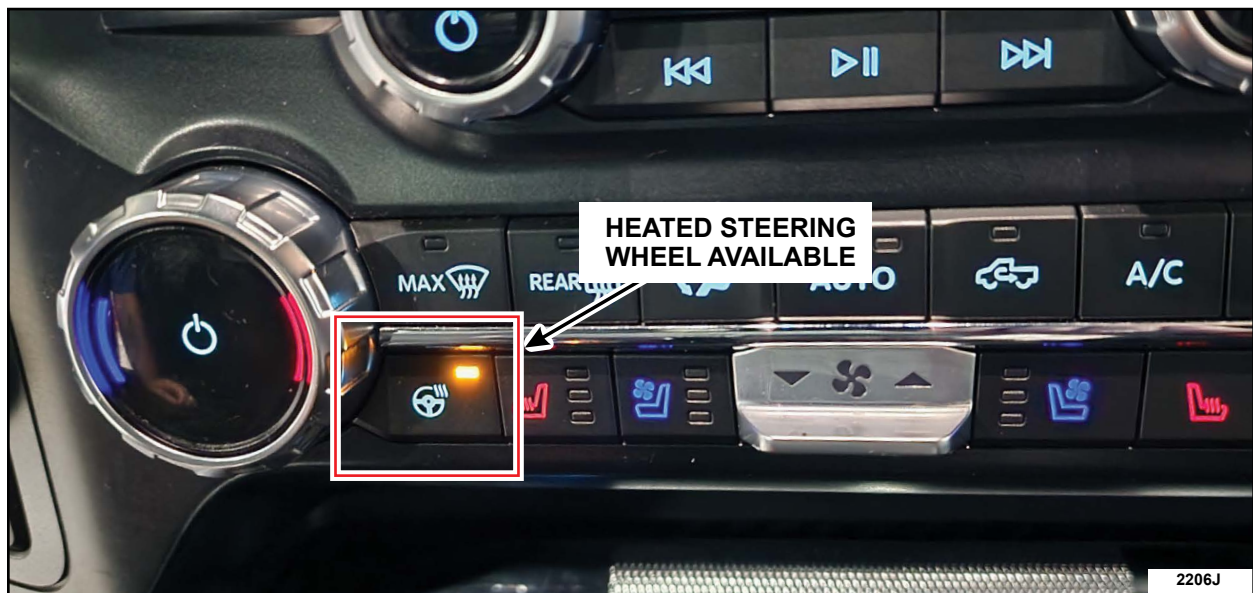


FIGURE 10



Vehicles with a 12" screen without Adaptive Steering

NOTE: Removal steps in this procedure may contain installation details.

NOTE: This step is only necessary when installing a new component.

NOTE: The Programmable Module Installation (PMI) process must begin with the current SCCM installed. If the current SCCM does not respond to the diagnostic scan tool, the tool may prompt for As-Built data as part of the repair.

1. Using a diagnostic scan tool, begin the PMI process for the SCCM following the on-screen instructions.
2. Remove the driver airbag. Follow WSM procedures in Section 501-20B.
3. Disconnect the steering wheel electrical connector(s) See Figure 11.

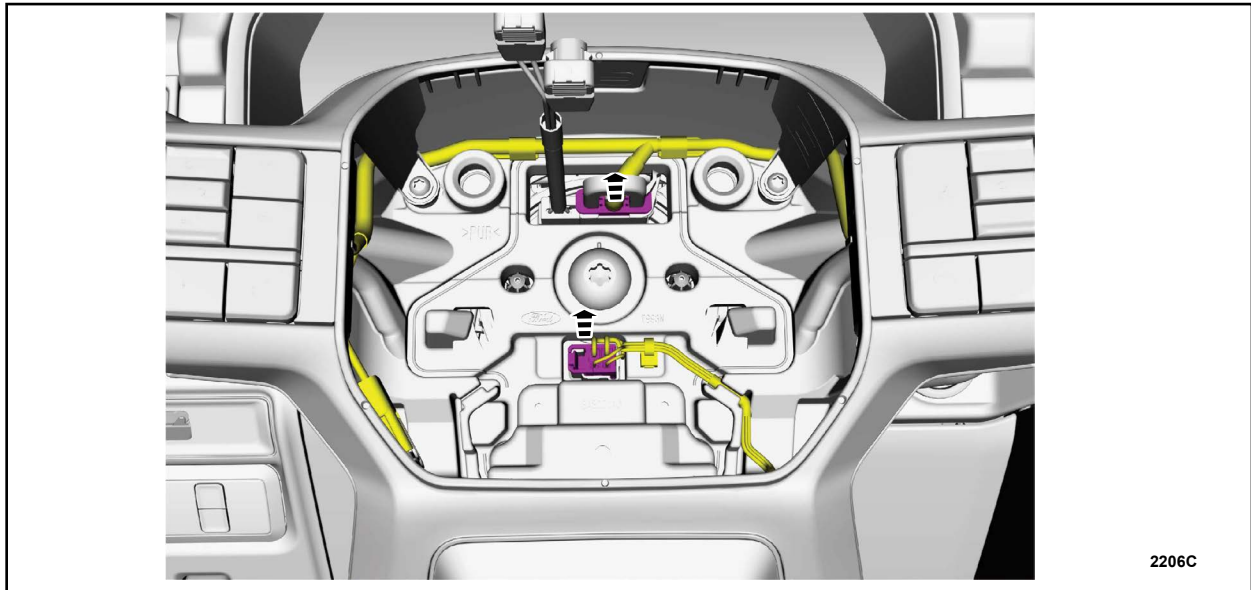


FIGURE 11



NOTE: Make sure the tick-mark on the end of the steering column shaft is on the top position.

4. Remove and discard the steering wheel bolt and remove the steering wheel. See Figure 12.
Torque: 46 lb.in (62.5 Nm)

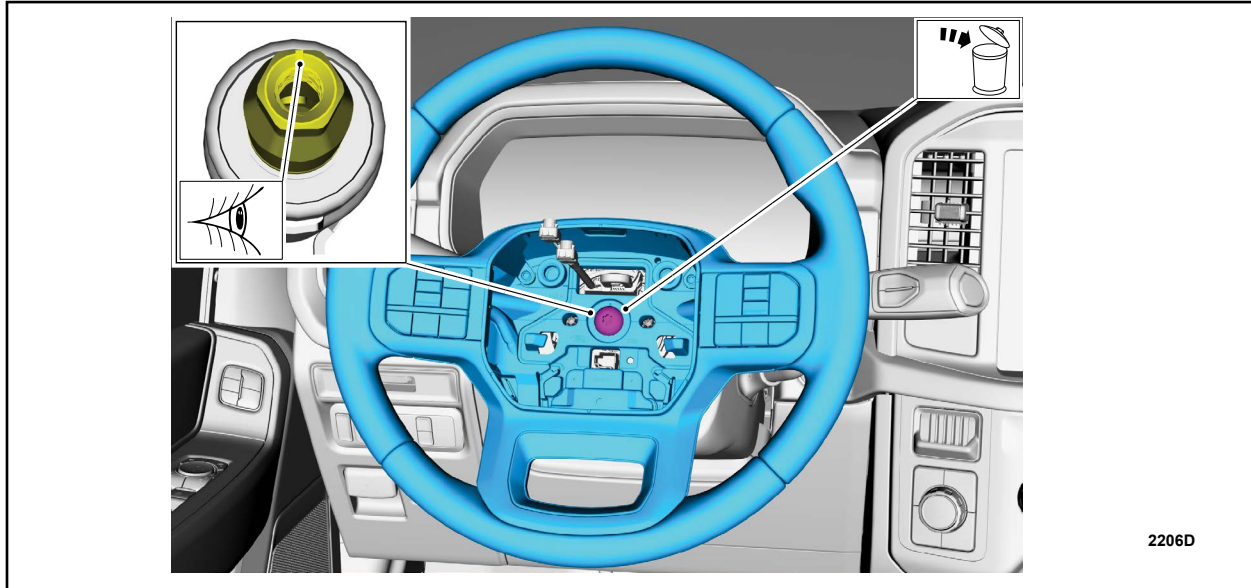


FIGURE 12

5. Remove the steering column shrouds. Follow WSM procedures in Section 501-05.
6. Disconnect the SCCM electrical connectors, unclip the pin type retainer and position the harness aside. See Figure 13.

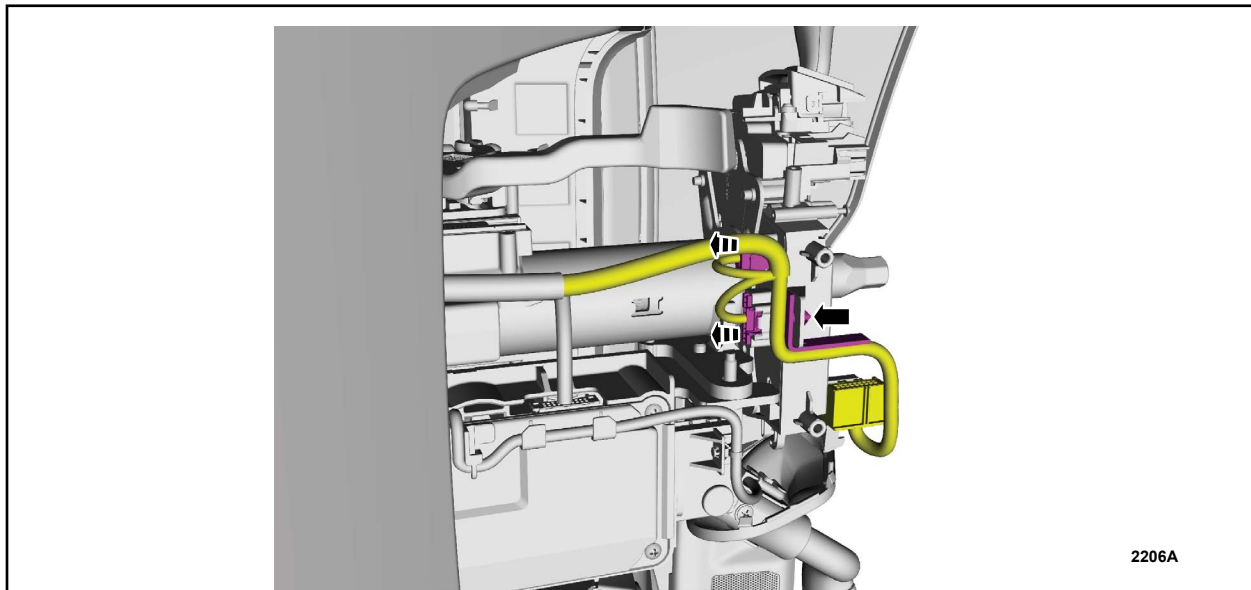


FIGURE 13



7. Remove the retainers and the SCCM. See Figure 14.
Torque: 28 lb.in (3.2 Nm)

NOTE: Clockspring has been removed for clarity. It is not necessary to remove the clockspring separately.

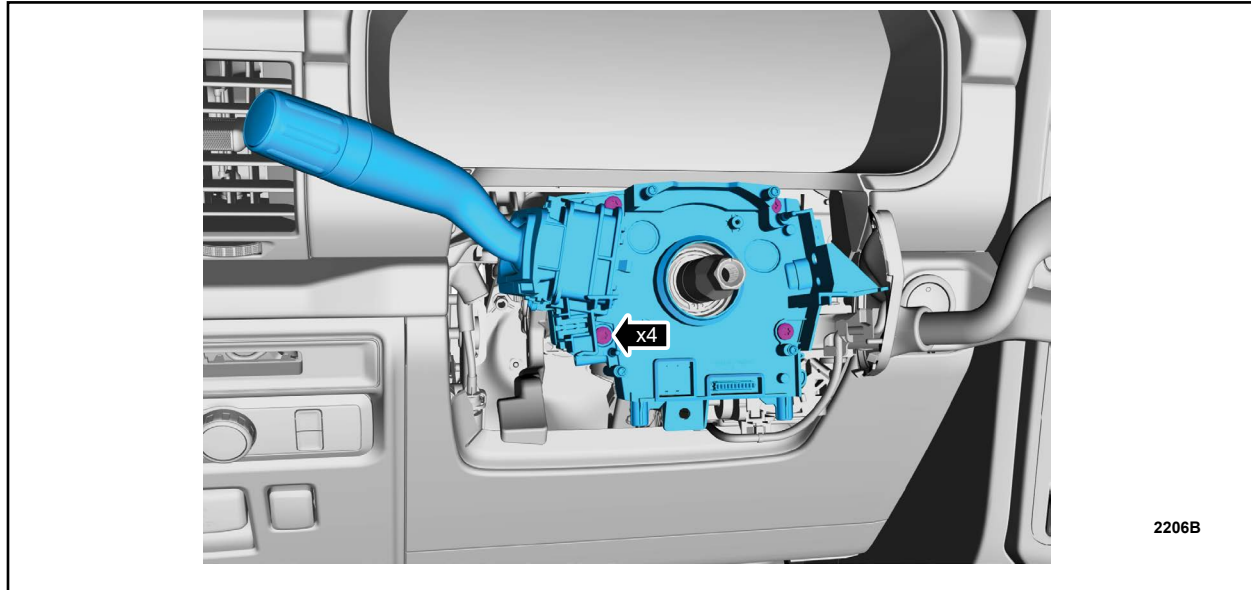


FIGURE 14

8. Install new SCCM. Reverse Steps 1-7.



9. Replace the Heating, Ventilation and Air Conditioning (HVAC) Control Module. Follow WSM procedures in Section 412-00.

NOTE: It is not necessary to perform the PMI procedure for the HVAC module.

NOTE: Use care in separating the HVAC module as it is secured with a clip. Press in on the clips to release. See Figure 15.

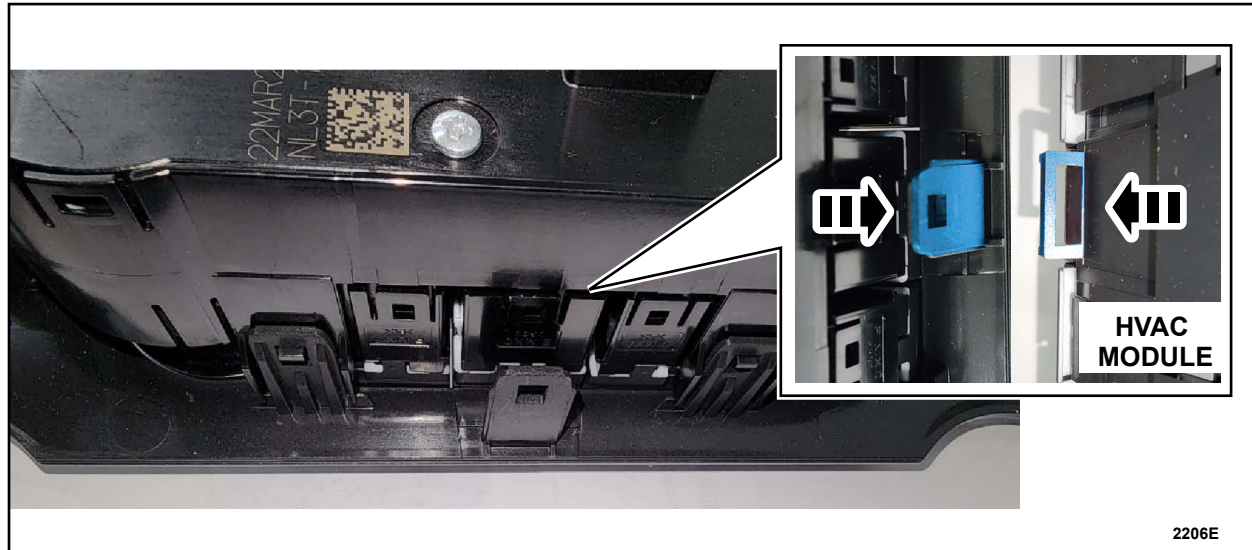


FIGURE 15

10. Using a diagnostic scan tool, complete the PMI process for the SCCM following the on-screen instructions.

11. Connect a battery charger to the 12 Volt (V) battery.

NOTE: Verify the negative cable of the charger is installed on a chassis or engine ground and not the 12V battery negative terminal to prevent the battery saver mode from activating on the vehicle.

NOTE: If the diagnostic software does not load or if the vehicle cannot be identified properly, make sure there is a good internet connection and the Vehicle Communication Module (VCM) is properly connected to the Data Link Connector (DLC).

12. Log into Ford Diagnostic and Repair System (FDRS).

NOTE: Vehicle information is automatically retrieved by the diagnostic software and a Network Test is run. Vehicle identification data appears on the screen when this is complete.

13. Click **Read VIN from Vehicle** or manually enter the Vehicle Identification Number (VIN).

NOTE: Available modules are shown on the left hand (LH) side of the screen and available procedures are listed on the right hand (RH) side of the screen. Modules that are communicating are highlighted in green.



14. Select **Toolbox** tab.
15. From the list on the LH side of the screen, select the **SCCM**.
16. From the list on the RH side of the screen, select **SCCM - Enable Heated Steering Wheel**
17. Click **RUN**. Follow all on-screen instructions carefully.
18. Start vehicle and verify that the heated steering wheel is functioning. See Figure 16.

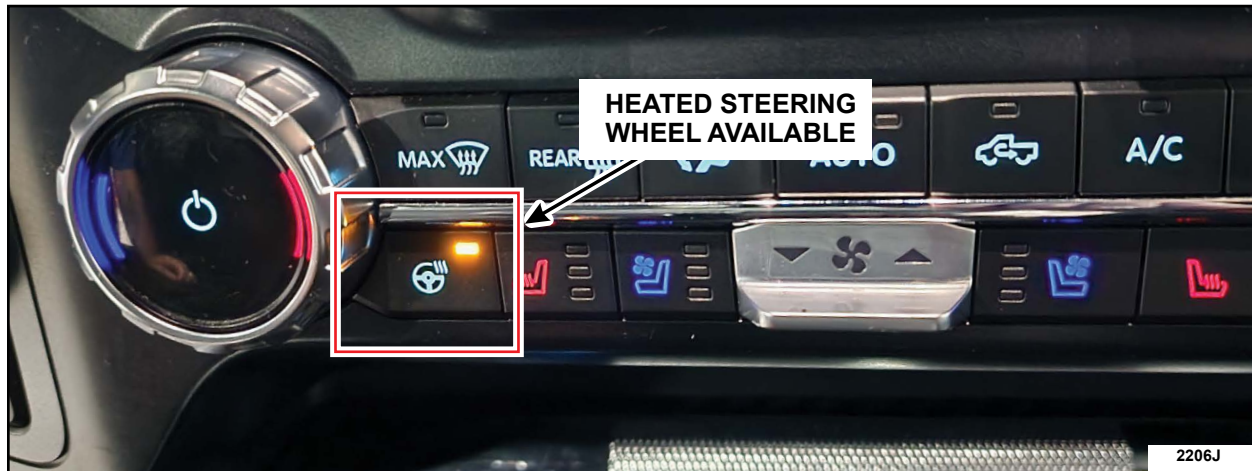


FIGURE 16

