



GROUP  
BOD

MODEL  
Sorento (XMa)  
2011-2014MY

NUMBER  
PS284

DATE  
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## TECHNICAL OPERATIONS

**SUBJECT:** PASSENGER SEAT HEATER PERFORMANCE

When addressing a customer complaint related to unequal seat heater performance between the passenger and driver's seat, it is important to note that although both heater elements may be operating at the same temperature, less heat output will be felt on the passenger side due to the presence of the OCS (Occupant Classification System), which is placed over the heater element (see illustration below). In addition, Kia seat heater elements have a temperature tolerance of  $\pm 3.6^{\circ}\text{F}$ . This means that it is possible to have a temperature difference of approximately  $7^{\circ}\text{F}$  between two parts, and still be within specification. This specification along with the presence of the OCS, may cause inconsistent surface temperatures between the two seat cushions.

