

# Part 573 Safety Recall Report

# 18V-595

**Manufacturer Name :** General Motors LLC**Submission Date :** OCT 26, 2018**NHTSA Recall No. :** 18V-595**Manufacturer Recall No. :** 18286**Manufacturer Information :**

Manufacturer Name : General Motors LLC

Address : 29427 Louis Chevrolet Road  
MAIL CODE 480-210-2V WARREN MI  
48093

Company phone : 5961733

**Population :**

Number of potentially involved : 53,586

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2014-2016 Cadillac CTS

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : NR

**Descriptive Information :** Service information was used to identify the start and end date of the affected seat-heater which was then correlated with manufacturing data. Vehicles manufactured after the ending production date use a new seat heating system.

Production Dates : JUN 10, 2013 - JUL 01, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

**Description of the Defect :** General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014 - 2016 Cadillac CTS vehicles equipped with heated front seats. In some of these vehicles, occupant pressure on the seat in the same location can, over time, bend and damage the flexible heating mat inside the seat. In rare cases, this can cause high electrical resistance in the damaged area of the mat.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** In cold ambient temperatures, the seat heater in these vehicles can turn on automatically when the vehicle is remotely started. If the seat heater is turned on and left on without an occupant present, areas of the seat subject to high electrical resistance may overheat while open to airflow. In rare cases, those areas of the seat may smoke or melt, increasing the risk of fire and injury when the vehicle is unattended.

**Description of the Cause :** Mechanical strain in the seat heater mat conductor can result in increased electrical resistance in damaged areas of the mat.

Identification of Any Warning that can Occur : Occupants may notice that the seat heater does not produce any heat, produces uneven heat or produces excess heat in spots.

## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

On April 18, 2018, GM opened an investigation after consulting with the National Highway Traffic Safety Administration (NHTSA) regarding a reported fire in a 2015 Cadillac CTS which had been remotely started. On May 7, 2018, GM inspected the vehicle with a representative from NHTSA. Due to severe damage to the vehicle, the investigator was unable to determine a clear root cause or ignition source, although the source appeared to be electrical and to originate from the front passenger seating area.

GM's investigator reviewed relevant warranty and other field data. The data generally indicated that, although extremely rare, potentially related events appeared to occur in some 2014-2016 Cadillac CTS vehicles when the vehicle had been remotely started and the seat heater had automatically been activated while the vehicle was unoccupied.

On May 18, 2018, representatives from GM discussed the status of the investigation with NHTSA.

GM's Safety and Field Action Decision Authority (SFADA) reviewed the status of the investigation on June 14, 2018. SFADA asked the investigator to conduct additional testing and analysis, including an inspection of vehicles in the field for abnormal seat heater functionality.

Representatives from GM discussed the investigation with NHTSA on June 20, July 24 and August 16, 2018. Additional testing and analysis was ongoing throughout this time, including forensic analysis of potentially affected vehicles in field.

On August 27, 2018, GM's Open Investigation Review (OIR) board recommended a safety recall to deactivate the automatic seat heating functionality in these vehicles. SFADA decided to conduct a safety recall on August 30.

**Description of Remedy :**

Description of Remedy Program : Dealers will recalibrate the body control module to disable automatic activation of the heated seat function when the vehicle is remotely started. Pursuant to 577.11, GM will provide reimbursement to owners for repairs according to the plan submitted on May 19, 2017.

How Remedy Component Differs from Recalled Component : Automatic or remote activation of the heated seat function is deactivated.  
Recalled Component Name: BCM  
Recalled Component Description: Body Control Module  
Recalled Component Country of Origin: U.S.

Identify How/When Recall Condition was Corrected in Production : Vehicles produced after July 1, 2016 are equipped with a new seat heating system.

**Recall Schedule :**

Description of Recall Schedule : General Motors will provide dealer bulletin and owner letter notification dates when available. Owners will be mailed an interim notice on October 31, 2018. Owners will be mailed notification of remedy availability on November 5, 2018.

Planned Dealer Notification Date : SEP 07, 2018 - SEP 07, 2018

Planned Owner Notification Date : OCT 31, 2018 - OCT 31, 2018

\* NR - Not Reported