



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Cooled Seats Inop With Remote Vehicle Start

Models: 2007-2013 Cadillac Escalade Models
2009-2013 Chevrolet Avalanche, Suburban, Tahoe (LTZ Models Only)
2012-2013 Chevrolet Silverado (LTZ Models Only)
2009-2013 GMC Sierra Denali, Yukon Denali
2012-2013 GMC Sierra (SLT Models)
With Heated And Cooled seats (RPO KB6)

This PI was superseded to update model list and model years. Please discard PIT5019.

Condition/Concern

Some customer may state that the front seats will not cool when using remote vehicle start (RVS).

Recommendation/Instructions

This is Normal Design Intent and no repairs should be attempted. Only the "heated" portion of the heated and cooled seats will function when using RVS.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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