



Service Bulletin

PRELIMINARY INFORMATION

Subject: Heated / Cooled Seats Inoperative

Models: 2007-2011 Cadillac Escalade Models
2009-2011 GMC Sierra Denali, Yukon Denali
2009-2011 Chevrolet Avalanche, Suburban, Tahoe (LTZ Models Only)
With Heated And Cooled seats (RPO KB6)

This PI was superseded to update model years and warranty information. Please discard PIT4609A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment that the heated or cooled seat feature is inoperative for either the driver or passenger front seat. The cause may be a poor connection at the Climate Control Seat Module (CCSM) C1 pin E circuit 4740 (07 model year) or X1 pin E circuit 4740 (2008-11 model years).

Recommendation/Instructions

Closely inspect CCSM C1 pin E or X1 pin E for proper pin fit. Also check for any distortion of the connector housing or CCSM that could cause a poor connection. If any distortion is found, replace the CCSM and connector.

Warranty Information

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the actual cause and repair.

For repairs associated with wire/connector repairs, refer to latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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