



Service Bulletin

PRELIMINARY INFORMATION

Subject: Heated Seats Inoperative After Replacing The Heated Seat Control Module

Models: 2012 - 2013 Chevrolet Captiva Sport

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

Condition/Concern

Some dealers may find that after installing a new Heated Seat Control Module (GM P/N 25891512), the heated seats are inoperative. A clicking noise may be heard for a couple seconds when trying to turn the heated seats on. This is due to no software being installed in the new Heated Seat Control Module.

Recommendation/Instructions

Engineering is currently working on this concern. This only applies to Heated Seat Control Module (GM P/N 25891512).

This new part number requires SPS programming, however, the software/calibration is not currently available. When the new software/calibration is available, this PI will be updated.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION