



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Heated Seat Operation After Performing A Remote Vehicle Start (RVS)

**Models:** 2010 - 2013 Buick LaCrosse  
2011 - 2013 Buick Regal  
2010 - 2013 Cadillac SRX  
2010 - 2013 Chevrolet Camaro, Equinox  
2011 - 2013 Chevrolet Cruze, Volt  
2013 Chevrolet Malibu  
2010 - 2013 GMC Terrain

*This PI was superseded to update models and model years. Please discard PIC5322B.*

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

### Condition/Concern

Customer concerns consist of two different complaints

Complaint A:

When a customer enters the vehicle "after" a RVS event, they notice the heated seat indicators lights are NOT functioning. This is leading the customer to think that their heated seats are not being enabled.

Complaint B:

When a customer enters the vehicle "after" a RVS event, the heated seats are NOT up to operating temperature when they enter the vehicle.

### Recommendation/Instructions

Resolution for Complaint A:

Although the heated seat will be functioning, this is "normal operation" during a RVS event. The ECC is not in a complete wake up state in RVS mode, therefore the LED's will not be enabled.

Resolution for Complaint B:

During a cold soaking below 32 deg (overnight) the seat is NOT going to get "hot" in the 10 minutes or less that the customer has the vehicle in remote start. This is due to the fact that the heating element is not in direct contact with the seat surface while the seat is unoccupied, and the foam below the heater is full of cold insulating air which takes time to heat up. The remote start operation will reduce the seat warm up time once the customer sits in the seat.

**Important:** The performance of the heater (during RVS event) is going to be reduced while the seat is cold and unoccupied.

**Note:** During a RVS request from the customer, the heated seat operation is determined by a BCM calculation based off Outside Air Temperature and will only allow RVS "heated seat" operation below 50° F OAT.

### 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.

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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