



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** GM Accessory Heated Seats Inoperative After Installation

**Models:** 2007-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe  
2007-2013 GMC Sierra, Yukon, Yukon XL

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

### Condition/Concern

After installing the GM accessory heated seat kit you may notice one or more of the following issues:

- The heated seat back and/or bottom turns off after approximately 30 seconds
- After turning on the heated seat switch, the indicators remain on, but the seat is not heating
- DTCs B1935 Sym 0E, B2180 Sym 0E, B2425 Sym 0D, and/or B2430 Sym 0D

This concern could be caused by the seat back and bottom element connectors reversed. The accessory heated seat wiring harness contains two identical connectors for the seat heater elements. The longer lead, which is covered with convoluted tubing, goes to the seat back heater element connector. The shorter lead, which is only covered with tape, goes to the seat bottom heater element.

### Recommendation/Instructions

Inspect the accessory heated seat wiring harness and make sure the heater elements are connected correctly. If not, install properly and retest.

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.

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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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