Service Bulletin

PRELIMINARY INFORMATION

Subject: **Intermittent Full Heat When On Any Temperature Setting Other Than Low, HVAC Fan (Blower) Speed Goes to Zero After Remote Start Through OnStar® RemoteLink™ Mobile App**

Models: **2013 Cadillac XTS**

Built Prior to May 1, 2013

Condition/Concern

Some customers may comment on any of the following HVAC conditions:

• Intermittently there is full heat when on any temperature setting other than low or 16°C (61°F) after the vehicle has been driven and then turned off for approximately 1-2 hours. Heat can be restored after the temperature control has been increased to the maximum heat setting. Once the heat is restored, the customer can return the temperature to the desired setting and the system will function normally.

• HVAC fan speed goes to zero after a remote start through OnStar® RemoteLink™ mobile app.

Recommendation/Instructions

Updated software had been released to correct this condition. Technicians should reprogram the HVAC control module. Refer to the HVAC System Control Module Programming and Setup in SI.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810015	HVAC System Control Module Reprogramming with SPS	Use Published Labor Operation Time

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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