



Service Bulletin

PRELIMINARY INFORMATION

Subject: Heated Ventilated Seat Rear Defogger Heated Steering Wheel And HVAC Operation During Remote Vehicle Start

Models: 2013 - 2014 Cadillac XTS, ATS
2014 Cadillac CTS Sedan (VIN A)
2010 - 2014 Cadillac SRX

If equipped and when enabled, the system will provide heated or ventilated seat operation when all of the following conditions are met.

HEATED SEATS:

During a Remote Vehicle Start (RVS) event, the heated seats will turn to the high setting when the ambient temperature is below 50 deg F (10 deg C). They will turn off when the ignition is activated. The indicator will NOT be illuminated when the heated seats are on during a remote start.

Note: The heated seats feature needs to be enabled (turned on) in the "Settings" menu before they will operate during a remote start. The Heated Seats will turn off when ignition is activated after the remote start. The customer needs to turn the heated seats back on (indicators will light) after activating the ignition, if desired.

Important: If a RVS event is performed within 2 hrs. of shutting off the engine, the heated seats may not turn on - depending on how long the engine was running on the previous ignition cycle. This is due to the outside temperature sensor being inaccurate because of the heat generated by the engine radiator.

If testing for an inoperative heated seat during an RVS event, allow the vehicle to sit outside in ambient temperatures below 50 deg F (10 degs C) with the ignition off for more than 2 hours. Then, sit in the front seat which exhibited the concern (drivers or passenger) and perform a RVS event.

VENTILATED SEATS:

During a remote start event, the ventilated seats will turn to the high setting when the ambient temperature is above 80 deg F (27 deg C). They will turn off when the ignition is activated. The indicator will NOT be illuminated when the ventilated seats are on during a remote start.

Note: The ventilated seats feature needs to be enabled (turned on) in the "Settings" menu before they will operate during a remote start. The Ventilated Seats will turn off when ignition is activated after the remote start. The customer needs to turn the ventilated seats back on (indicators will light) after starting the vehicle, if desired.

REAR WINDOW DEFOGGER:

During a remote start event, the rear window defogger will turn on if the outside temperature is 44 deg F (7 deg C) or below. The indicator will NOT be illuminated. The Rear Defogger will turn off when the ignition is activated. The customer needs to turn the rear window defogger back on after starting the vehicle, if desired.

HEATED STEERING WHEEL:

During a remote start event, the heated steering wheel does not turn on.

HVAC OPERATION:

During a remote start event, the HVAC system will operate using the settings they were last set at when the car was shut off prior to the remote vehicle start event.

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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