



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** HVAC System And Heated And/Or Cooled Seats Operation During Remote Vehicle Start Event

**Models:** 2014 Chevrolet Silverado 1500  
2015 Chevrolet Silverado, Suburban, Tahoe  
2014 GMC Sierra 1500  
2015 GMC Sierra, Yukon Models

*This PI was superseded to update model list and HVAC RVS operation. Please discard PIT5240A.*

Some owners may question how the following systems operate during a remote vehicle start (RVS) event:

- Dual Zone Auto (RPO CJ2) HVAC settings
- Single Zone Manual (RPO C67) HVAC settings
- Rear window defogger
- Heated seats
- Cooled seats
- Heated steering wheel

### DUAL ZONE AUTO (RPO CJ2) HVAC SETTINGS:

Built before the following break points:

12/17/2013 at Flint (11th Vin Position "F")  
1/7/2014 at Ft Wayne (11th Vin Position "Z")  
1/13/2014 at Silao (11th Vin Position "G")  
1/21/14 at Arlington (11th Vin Position "R")

HVAC settings will remain set to the previous HVAC settings when the ignition was turned off. If the owner is requiring a certain HVAC setting during a remote start, they will need to adjust the mode, blower and temperature as required prior to turning the ignition off.

Important Note: The HVAC control module calibrations in TIS2WEB have been updated. If the HVAC control module is reprogrammed with the latest calibration in TIS2WEB for any reason, the operation will change. After the HVAC module is reprogrammed, the HVAC settings during a RVS event will operate similar to vehicles built on or after the breakpoints listed above. See description below:

For vehicles built on or after the breakpoints listed above:

Cold ambient temperature that is below 50°F (10°C):

Mode = Defrost

Temperature = 72°F (+/- 5°F) Example: If the owner had the temperature set to 80°F, the HVAC would be set to 77°F during a remote start. (72°+5°=77°)

Blower = Six bars

Recirculation = Fresh Air

A/C compressor = Only commanded on if conditions allow compressor engagement.

Hot ambient temperature that is above 59°F (15°C):

Mode = Last known settings

Temperature = 72°F (+/- 5°F) Example: If the owner had the temperature set to 80°F, the HVAC would be set to 77°F during a remote start. (72°+5°=77°)

Blower = Last known settings, unless the blower was in the "Off" position. In which case, the blower will be turned to the "Auto" setting.

Recirculation = Recirculation

A/C compressor = On

Mid ambient temperature that is anything between the cold and hot ambient temperature values:

Mode = Last known setting

Temperature = Last known setting(s)

Blower = Last known setting

Recirculation = Last known setting

A/C compressor = Last known setting

On transition to ignition on following an RVS event, the HVAC settings will return to last known settings.

### **SINGLE ZONE MANUAL (RPO C67) HVAC SETTINGS:**

Built before below date break points:

12/17/2013 at Flint (11th Vin Position "F")

1/7/2014 at Ft Wayne (11th Vin Position "Z")

1/13/2014 at Silao (11th Vin Position "G")

1/21/14 at Arlington (11th Vin Position "R")

HVAC settings will remain set to the previous HVAC settings when the ignition was turned off. If the owner is requiring a certain HVAC setting during a remote start, they will need to adjust the mode, blower and temperature as required prior to turning the ignition off.

Important Note: The HVAC control module calibrations in TIS2WEB have been updated. If the HVAC control module is reprogrammed with the latest calibration in TIS2WEB for any reason, the operation will change. After the HVAC module is reprogrammed, the HVAC settings during a RVS event will operate similar to vehicles built on or after the breakpoints listed above. See description below:

For vehicles built on or after the breakpoints listed above:

Cold ambient temperature that is below 50°F (10°C):

Mode = Defrost

Temperature = Last known setting

Blower = Last known setting

Recirculation = Fresh Air

A/C compressor = Only commanded on if conditions allow compressor engagement.

Hot ambient temperature that is above 59°F (15°C):

Mode = Panel Vents

Temperature = Last known setting

Blower = Last known setting

Recirculation = Recirculation

A/C compressor = On

Mid ambient temperature that is anything between the cold and hot ambient temperature values:

Mode = Last known setting

Temperature = Last known setting

Blower = Last known setting

Recirculation = Last known setting

A/C compressor = Last known setting

On transition to ignition on following an RVS event, the HVAC settings will return to last known settings.

### 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. It will stay on for 10 minutes when the key is turned to run. The indicator will NOT be illuminated until the key is turned to run.

### HEATED SEATS:

**Important:** If a RVS event is performed within 2 hrs. of shutting the engine off, 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.

During a remote start event, the heated seats will turn to the high setting when the ambient temperature is below 50 deg F (10 degs C). They will turn off when the key is turned to run. The indicator will NOT be illuminated when the heated seats are on during a remote start. Note: The heated seats feature needs to be turned on in the "Settings" menu before they will operate during a remote start.

### COOLED SEATS:

During a remote start event, the cooled seats will turn to the high setting when the ambient temperature is above 80 deg F (27 degs C). They will turn off when the key is turned to run. The indicator will NOT be illuminated when the cooled seats are on during a remote start. Note: The cooled seats feature needs to be turned on in the "Settings" menu before they will operate during a remote start.

### HEATED STEERING WHEEL:

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

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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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