



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Operation - Rear HVAC Does Not Retain Its Temperature Setting After A Key Cycle

**Models:** 2014 - 2015 Cadillac CTS Sedan (VIN A)  
2010 - 2015 Cadillac SRX  
2013 - 2015 Cadillac XTS  
With Tri-Zone HVAC (RPO CJ4)

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

### Condition/Concern

Some customers may comment that the rear HVAC does not retain the temperature settings after a key cycle

### Recommendation/Instructions

If the rear controls are set to a different temperature from the front settings, the rear system will sync back to the front system on every ignition cycle (whether or not the driver has selected sync in the CUE screen).

This is normal operation. Do not attempt any repairs.

### 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.

### ADDITIONAL SI KEYWORDS:

AC A/C

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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