



Service Bulletin

PRELIMINARY INFORMATION

Subject: Heated Seats Are Inoperative During A RVS Event

Models: 2015 Buick Encore
2015 Chevrolet Trax

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

Condition/Concern

Customers may bring vehicles in with the complaint of heated seats inoperative during a remote vehicle start.

Recommendation/Instructions

Check vehicle personalization and make sure Remote Start Auto Heat Seats is selected. If heated seats still do not turn on during a remote vehicle start event, do NOT replace any parts. Engineering is currently developing a correction for this issue.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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.

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION