



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Rear HVAC and/or Rear Heated Seats Unwanted Operation (Controls Sensitive)

**Models:** 2015 Cadillac Escalade Models

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

### Condition/Concern

Some owners may comment that the rear HVAC and/or rear heated seats will change settings, or that the rear HVAC controls are too sensitive. In many cases, this concern is caused by a power cord touching or resting next to the rear HVAC controls. For example, if a cell phone power cord was plugged into the back of the center console and then run up to the top of the console where the cell phone would be plugged in, the cord would cut across the face of the rear HVAC controls, as shown below



### Recommendation/Instructions

Engineering has released a new rear HVAC control to help reduce the potential for this concern. Replace the rear HVAC controls with updated part number 23259519.

### Parts Information

Part Number	Description	Qty
23259519	Rear HVAC Controls	1

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
4420080	Auxiliary Heater and Air Conditioning Control Replacement	Use Published Labor Operation Time

**ADDITIONAL SI KEYWORDS:**

blower mode temperature up down turn on off speed hot cold auxiliary heater heat heated seat left right air conditioning 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.

---

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