



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Heated Seat Operation After Performing A Remote Vehicle Start (RVS)

Models: 2010 - 2015 Buick LaCrosse
2011 - 2015 Buick Regal
2010 - 2015 Cadillac SRX
2010 - 2015 Chevrolet Camaro, Equinox
2011 - 2015 Chevrolet Cruze, Volt
2013 - 2015 Chevrolet Malibu
2014 - 2015 Chevrolet Impala (VIN 1)
2010 - 2015 GMC Terrain

This PI was superseded to update Models and Years. Please discard PIC5322C.

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

Condition/Concern

Customer issues generally consist of two different concerns:

Concern A:

When a customer enters the vehicle "after" a RVS event, they notice the heated seat indicator lights are NOT functioning. This is leading the customer to believe that their heated seats are not being enabled.

Concern B:

When a customer enters the vehicle "after" a RVS event, the heated seats are NOT up to operating temperature.

Recommendation/Instructions

Resolution for Concern A:

Although the heated seat will be functioning, this is "normal operation" during a RVS event. The ECC (HVAC module) is not in a complete wake up state during the RVS mode, therefore the LED's will not be enabled.

Resolution for Concern B:

During a cold soak below 32° (when the vehicle is parked overnight) the seat is NOT going to get "hot" in the 10 minutes or less that the customer has the vehicle in the remote start mode. This is due to the fact that the heating element is not in direct contact with the seat surface while the seat is unoccupied, and the foam below the heater is full of cold insulating air which takes time to heat up. The remote start operation will reduce the seat warm up time once the customer sits in the seat.

Important: The performance of the seat heater (during the RVS event) is going to be reduced while the seat is cold and unoccupied.

Note: During the RVS request, the heated seat operation is determined by a BCM calculation based off of the Outside Air Temperature (OAT) sensor and will only allow heated seat operation below 50° F.

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.

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.



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