



Service Bulletin

PRELIMINARY INFORMATION

Subject: Revised Heated Ventilated Seat Rear Defogger Heated Steering Wheel And HVAC Operation During Remote Vehicle Start

Models: 2015 - 2016 Cadillac ATS, SRX, XTS, CTS Sedan "VIN A"

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

Condition/Concern

The following functions have changed for a RVS (Remote Vehicle Start) event as of the 2015 model year:

- Dual Zone Auto HVAC settings
- Rear window defogger
- Heated seats
- Ventilated seats
- Heated steering wheel

DUAL ZONE AUTO HVAC SETTINGS:

- Cold ambient temperature that is below 41°F (5°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 = Five bars
Recirculation = Fresh Air
A/C compressor = Only commanded on if conditions allow compressor engagement.
- 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.
- Hot ambient temperature that is above 77°F (25°C):
Mode = Last known settings
Temperature = 72°F (+/- 5°F) Example: If the owner had the temperate 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

REAR WINDOW DEFOGGER

During a remote start event, the rear window defogger will turn on if the outside temperature is 44F (7C) or below. It will stay on for 10 minutes when the ignition

is cycled 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 41F (5C) 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 RVS event, the heated seats will turn to the high setting when the ambient temperature is below 50F (10C). 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 RVS event.

VENTILATED SEATS:

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

HEATED STEERING WHEEL:

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

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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