



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Characteristic - Heated And Ventilated Seat Operation During a Remote Vehicle Start Event

**Models:** 2014 - 2017 Chevrolet SS

*This PI was superseded to update Model Years. Please discard PIC5966.*

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 heated or ventilated seats do not turn on during a Remote Vehicle Start (RVS) event.

### Recommendation/Instructions

If the dealership has verified that the vehicle's heated or ventilated seats will not turn on after a RVS event has been initiated, servicing technicians should first check the vehicle's personalization menu to see if these options have been enabled. These options have to be selected independently in order for each to operate. To turn on both options, navigate to the "Vehicle Settings" menu and select both the "Remote Start Auto Cool Seat" and "Remote Start Auto Heat Seat" options.

This system uses the information obtained from the Outside Ambient Temperature (OAT) sensor on the vehicle. When it reads 80°F (27°C) or higher, it will allow the operation of the ventilated seats during a RVS event. When it reads 50°F (10°C) or lower, the system will allow operation of the heated seat during a RVS event. If the OAT sensor reads anything in between these temperatures, neither the heated nor ventilated seats will turn on - regardless if they are enabled in the Personalization menu.

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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