



Service Bulletin

PRELIMINARY INFORMATION

Subject: Heated seat back function inoperative

Models: 2016 Chevrolet Impala- VIN 1 (with KA1 heated seat and without KU3 ventilated seat)

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

A customer may comment that the front drivers or passengers heated seat back is inoperative.

Condition/Concern



When the heated seat back only switch is pressed the switch will illuminate but the seat back will not heat.

This will occur on both the driver's and passenger's seat. If the seat cushion and back switch is pressed the heated seat will function properly.

Recommendation/Instructions

Please do not replace any parts for this concern, a repair procedure will be released when parts are available. Please advise the customer that General Motors is sorry for the inconvenience and that engineering is aware of the concern and is working on a resolution.

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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