



# Service Bulletin

## PRELIMINARY INFORMATION

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

**Models:** 2015-2016 Cadillac Escalade Models

*This PI was superseded to update the Models and Recommendations sections. Please discard PIT5397.*

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/auxiliary 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/aux HVAC controls, as shown below.



### Recommendation/Instructions

The rear HVAC control head assembly does NOT have hard buttons, and it does NOT have a resistive touch interface, which both require a physical press to activate. The rear HVAC control head uses a Capacitive Touch Interface, which uses a conductor, such as your finger, to sense the input and activate the desired functions. The sensitivity of the controls is designed to work if the user is wearing gloves, so a physical touch from a bare finger may not be necessary for it to recognize the input.

To address concerns of unwanted rear/aux HVAC and/or heated seat changes, engineering has released an updated rear HVAC control head. This updated control head now provides an added feature to the lockout function of the rear HVAC control head to include the rear heated seat buttons; in addition to helping further reduce the sensitivity of the capacitive touch system.

To determine if the vehicle has the updated rear/aux HVAC control head: Lockout the Rear HVAC Controls, as described below, then check the function of the rear heated seat buttons

- If the rear heated seat buttons no longer operate with the Rear Controls locked out, the updated rear HVAC control head is already present.

- If the rear heated seat buttons continue to operate with the Rear Controls locked out, then the vehicle does Not have the updated rear/aux HVAC control head. IF the updated rear HVAC control head is Not present, technicians are to replace the rear HVAC control head with updated part number 84117015 to both update the rear control lockout feature, and to help further reduce the button sensitivity.

The new rear HVAC control still uses a capacitive touch interface and still could inadvertently sense an input. The following are examples of situations that may trigger a response from the HVAC system but are still considered normal operation:

- Cell phone, Laptop, CB, Game Boxes, etc. power cords dangling near the rear HVAC controls
- Dogs, Cats, and other animals that come in contact or in close proximity with the rear HVAC controls
- Front Driver/Passenger or rear passengers reaching or leaning over the rear HVAC controls

**Note:** Humidity and static electricity can have an effect on the sensitivity of the rear HVAC controls capacitive touch system as well.

If it is found that the rear HVAC controls are still inadvertently being contacted and turning on, off, or changing settings, the driver can lock out the rear HVAC controls by doing the following from the front controls:

1. Press "Rear Climate Controls" Icon from the Home Page on the Front Climate Control display
2. On the right side of the screen, swipe the "Rear Controls" Lock out icon up or down to lock and unlock the rear controls (shown below), which will now lock out the rear heated seat buttons as well.



## Parts Information

Part Number	Description	Qty
84117015	Rear/Aux HVAC Control Head	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

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.

## 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

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