

# Service Update

## 17128 Potential Loss of HVAC Control



Reference Number: N172088670

Release Date: March 2017  
Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	XT5	2017	2017		
GMC	Acadia	2017	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2017 model year Cadillac XT5 and GMC Acadia vehicles may have a condition in which the heating, ventilation, and air conditioning (HVAC) control module was misbuilt. This may cause the HVAC system control to be intermittently disabled. Any driver / passenger input will still change the display and indicators, but the actuators will not physically change position.
<b>Correction</b>	Replace the HVAC remote control module.

### Parts

Quantity	Part Name	Part No.
1	Control, Htr & A/C Rem	84174821

It is estimated that only 108 involved vehicles worldwide will require Control Assembly replacement on this vehicle. There is a small number of vehicles anticipated that will need this fix. **Due to limited initial parts availability, dealers are encouraged not to order parts for use as shelf stock.** Parts may have quantity limiters in effect.

**Reminder:** Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9103080	Heater and Air Conditioning Remote Control Replacement	2.6	ZFAT	N/A

### Service Procedure

1. Remove the heater and air conditioning remote control. Refer to *Heater and Air Conditioning Remote Control Replacement* in SI.
2. Install the heater and air conditioning remote control. Refer to *Heater and Air Conditioning Remote Control Replacement* in SI.

### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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URGENT - DISTRIBUTE IMMEDIATELY

Date: March 30, 2017  
Subject: 17128 - Service Update  
Potential Loss of HVAC Control  
Models: 2017 Cadillac XT5  
2017 GMC Acadia  
To: All General Motors Dealers

General Motors is releasing Service Update 17128 today. The total number of U.S. vehicles involved is approximately 101. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 31, 2017. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE  
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