

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4829  
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 22, 2018

Subject: 32470 01 – Service Update  
Rear HVAC Control Panel Inoperative  
Revised Service Procedure

Models: 2016 Cadillac CTS  
2016 Cadillac Escalade, Escalade ESV  
2016 Cadillac XTS, XTS Professional  
Equipped with Rear Heated Seat (KA6)

To: All General Motors Dealers

This bulletin is being revised to add an additional illustration of the HVAC control panels, and to update the Part Information chart. Please discard all previous copies of bulletin 32740.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## 32470 Rear HVAC Control Panel Inoperative



**Reference Number:** N162032470

**Release Date:** August 2018  
**Revision:** 01

**Revision Description:** This bulletin is being revised to add an additional illustration of the HVAC control panels, and to update the part Information chart. Please discard all previous copies of bulletin 32740.

**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 | CTS              | 2016       | 2016 | KA6 | Rear Heated Seat |
| Cadillac | Escalade         | 2016       | 2016 | KA6 | Rear Heated Seat |
| Cadillac | Escalade ESV     | 2016       | 2016 | KA6 | Rear Heated Seat |
| Cadillac | XTS              | 2016       | 2016 | KA6 | Rear Heated Seat |
| Cadillac | XTS Professional | 2016       | 2016 | KA6 | Rear Heated Seat |

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>  | The Rear (or mid-row seat on Escalade, Escalade ESV) HVAC control panel capacitive touch sense buttons are inoperative due to the chrome plating on the buttons being too thick, creating electrical resistance. |
| <b>Correction</b> | Replace the Auxiliary Heater and Air Conditioning Control.   |

### Part Information

**Note:** Use the Vehicle Identification Number (VIN), SI and the GM Electronic Parts Catalog to determine which part to order.

| Quantity | Part Name                                     | Part No. |
|----------|---|----------|
| 1        | Auxiliary Heater and Air Conditioning Control | 23258405 |
| 1        | Auxiliary Heater and Air Conditioning Control | 84117015 |

### Warranty Information

| Labor Operation | Description  | Labor Time | Trans. Type | Net Item |
|-----------------|--|------------|-------------|----------|
| 9102450         | Inspect Auxiliary Heater and Air Conditioning Control      | 0.2        | ZFAT        | N/A      |
|                 | ADD: Replace Auxiliary Heater and Air Conditioning Control |            |             |          |
|                 | - Cadillac Escalade/Escalade ESV                           | 0.3        |             |          |
|                 | - Cadillac CTS/XTS   | 0.2        |             |          |

### Service Procedure

1. Turn the ignition ON.
2. Turn the front HVAC ON



4556211

Escalade

## Service Update

### 32470 Rear HVAC Control Panel Inoperative



4622367

#### CTS/XTS

#### Note: The fan speed can ONLY be adjusted on the Escalade

3. Verify the auxiliary heater and air conditioning control powers on/off and the fan speed (Escalade Only) can be adjusted (1).
  - If the auxiliary heater and air conditioning control powers on/off and the fan speed (Escalade Only) can be adjusted, no further action is required.
  - If the auxiliary heater and air conditioning control can NOT be powered on/off and/or the fan speed (Escalade Only) can NOT be adjusted, proceed to step 4.
4. Turn the ignition OFF.
5. Replace the auxiliary heater and air conditioning control. Refer to *Auxiliary Heater and Air Conditioning Control Replacement (Utilities)*, *Auxiliary Heater and Air Conditioning Control Replacement (Z75)*, *Auxiliary Heater and Air Conditioning Control Replacement (CJ4)*, or *Auxiliary Heater and Air Conditioning 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.



We Support  
Voluntary Technician  
Certification