



Preliminary Information

PIT5963 Auto Heated Seat Option is Not Available in Personalization

Proactive

Product Investigation Review Required

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Enclave	2022 - 2023	All	All	All	All
Cadillac	XT5	2022 - 2023	All	All	All	All
Cadillac	XT6	2022 - 2023	All	All	All	All
Chevrolet	Traverse	2022 - 2023	All	All	All	All

Involved Region or Country	North America, Europe, Uzbekistan, Middle East, Israel, Palestine, Bolivia (West), Chile (West), Columbia (West), Japan, Cadillac Korea (South Korea)
Condition	Personalization menu options differ for Auto Heated and Vented Seats when Remote started versus when Push Button started. The Push Button Start menu shows only Auto Cooled Seats, while the Remote Start screen shows both Auto Cool and Auto Heat Seats
Cause	This is due to a calibration error in the K33 HVAC module

Correction:

A correction is being Developed.
Please do not attempt a repair at this time.
A bulletin will be released when the new calibration is available.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4488368	Verify Heated Vented Seat Menu Mismatch	.2 Hr.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	1
Modified	12/13/2022 - Created on.



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