



Preliminary Information

PIT5968A Heated Seats Selection Missing On Radio Display After Performing N212354521

Proactive

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	United States, Canada, Mexico, Uzbekistan, Russia, Middle East, Israel, Palestine, Chile (West), Colombia (West), Peru (West), Japan, Cadillac Korea (South Korea), Other Africa
Additional Options (RPO)	IOS and IOT
Condition	Some customers may comment that their heated seats selection will be missing on the radio display after performing the heated seats retrofit N212354521 .
Cause	This is due to a software anomaly in the ECC.

Correction:

The heated seats will work as designed when the button is pressed on the HVAC module.

If the heated seats are inoperative, please refer to SI for diagnostics.

Engineering is aware of the concern, and a bulletin will be provided once the software release becomes 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
3487708	Verify the heated sets will work as designed when the button is pressed on the HVAC module.	0.2 Hours
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	2
Modified	01/09/2023 - Created on. 01/24/2023 - Added 23MY and added ECC for the Cause, removed BCM.



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