



Service Bulletin

Bulletin No.: 24-NA-017

Date: February, 2024

INFORMATION

Subject: Heated Steering Wheel Inoperative During Remote Start

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|----------|--------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | XT5 | 2023 | 2023 | - | - | All | All |
| | XT6 | | | | | | |

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|-----------------------------------|--|
| Involved Region or Country | North America, Europe, Kazakhstan, Middle East, Israel, Palestine, Japan, Cadillac Korea (South Korea) |
| Additional Options (RPOs) | STEERING WHEEL HEAT-MANUAL (RPO UVD) — (there is no option for a system built with UVD to be retrofitted) and/or STEERING WHEEL HEAT-AUTOMATIC (RPO KI3) |
| Condition | Some customers may comment on during a remote start, their steering wheel does not heat up, but that it works once the ignition is on and the button is pressed on the steering wheel controls. |
| Cause | This is by design if the vehicle was built with RPO - UVD. |
| Correction | RPO UVD is a manual heated steering wheel. The customer will not be able to have the heated steering wheel come on during a remote start. If the vehicle is built with RPO KI3 then there is an option for the heated steering wheel to be set to work on a remote start. |

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

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| Version | 1 |
| Modified | Released January 29, 2024 |

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



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