



Service Bulletin

Bulletin No.: 25-NA-040


Date: February, 2025

INFORMATION

Subject: Second Row Executive Seat Does Not Move with C-Pillar Button or Virtual Switches

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade IQ	2025	2025				

Involved Region or Country	United States and Canada
Additional Options (RPOs)	Equipped with RPO ABV or AL4
Condition	Some technicians during the Pre-delivery Inspection (PDI) may notice the second row executive seat does not move when pressing the C-pillar switch or using the A26 or A34 heater and air conditioning control assembly.

<p>Cause</p>	<p>The causes of the condition may be the blue strap that comes from the factory hasn't been removed. Failure to remove the strap before using the seat controls can result no seat movement due to the strap inadvertently pulling one of the emergency release tethers which can cause the micro-switch to open which prevents seat movement.</p>  <p style="text-align: right;">6850623</p>
<p>Correction</p>	<p>Remove the blue strap and re-try the power seat controls. If no movement, push the seat back rearward until it locks into place and re-try the power seat controls.</p> <p>Note: The C-Pillar mounted seat switches will time out (power down) after 2 minutes if any of the doors are left open, including the etrunk and lift gate. To re-energize the C-Pillar seat switches, press any key fob button or open/close any door.</p>

Service Procedure

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.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

<p>Version</p>	<p>1</p>
<p>Modified</p>	<p>Released February 21, 2025</p>

Keywords: 2nd, second, row, seat, seatback, executive, ABV, AL4, stuck, move, inop, emergency, release, tether, strap, switch, switches

