



Service Bulletin

Bulletin No.: 25-NA-131

Date: May, 2025

TECHNICAL

Subject: Heated Seats Stop Heating and LED Indicators Remain Illuminated

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

Involved Region or Country	United States and Canada
Condition	Some customers may comment that the heated seats begin to warm up when the vehicle is started but shortly after the seats begin to cool down and the heated seat LED indicator remains illuminated. The customer tries to increase the seat heat but the heater will not get hot. This can occur on any one or all four seat heaters.
Cause	The cause of the condition may be the BCM software calibration is inadvertently turning the seat heaters OFF in error.
Correction	To correct this condition reprogram the entire vehicle. Refer to Vehicle Wide Programming 24-NA-143: Software Update on Ultium Vehicles.

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.

Refer to Service Bulletin **24-NA-143**: Vehicle Wide Programming-Ultium Programs for information on programming.

Parts Information

No parts are required for this repair.

Warranty Information

For information on the Warranty Claim Submission, refer to **24-NA-132**: Warranty Administration - Claim Submission.

Important: **To avoid warranty transaction rejections, carefully read and follow the instructions below:

Labour Time [Top]

Labour Operation Code:

Additional labour op code information:

6125814

- The Warranty Claim Code must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval

Job Card:

Java Ver 1.8.0_92

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	1
Modified	Released May 16, 2025

