



Service Bulletin

PRELIMINARY INFORMATION

Subject: Heated Seats Inoperative With DTC U0209

Models: 2010 - 2013 Buick LaCrosse
2011 - 2014 Buick Regal
2012 - 2014 Buick Verano
2010 - 2014 Chevrolet Camaro
2011 - 2014 Chevrolet Cruze
2010 - 2014 Chevrolet Equinox
2013 - 2014 Chevrolet Malibu
2012 - 2014 Chevrolet Sonic
2011 - 2014 Chevrolet Volt
2010 - 2014 GMC Terrain
with Heated Driver and Front Passenger Seats (RPO KA1)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

A customer may comment that both heated seats are inoperative.

This condition may be due to an intermittent software issue within the heated seat module that results in loss of communication from the HVAC controller.

Recommendation/Instructions

Important: Do NOT replace the Heated Seat Module for this condition.

If the technician finds that both heated seats are inoperative and DTC U0209 is present in the HVAC Module, reset the Heated Seat Module by removing the Heated Seat Module Fuse for 5 minutes then reinstalling. Engineering is aware of this condition and is developing a software fix. Once this fix is available, this PI will be updated with repair information.

If the technician finds that both heated seats are inoperative but DTC U0209 is NOT present, perform normal heated seat inoperative diagnostics in Service Information for your specific vehicle.

Customer Information

For vehicles in which DTC U0209 is present, please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
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4069929	Electrical Controls - Labor Only (Heated Seat Module Fuse Cycle)	Use Published Labor Operation Time
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Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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