



Service Bulletin

Bulletin No.: 23-NA-110

Date: March, 2024

TECHNICAL

Subject: Intermittent Service Airbag System message — DTC B0014 and B0021

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2023	-	-	All	All

Involved Region or Country	North America, Middle East, Brazil, GM Korea Company
Condition	Some customers may comment on a "Service Restraint System" message displayed in the driver information center (DIC). Some customers may also comment on the Airbag Readiness Light coming on intermittently after start up. Technicians may also find DTC B0014 or B0021 with symptom byte :04 or :0D active or in history.
Cause	The condition may be caused by intermittent connectivity of driver or passenger outboard side seat airbag due to high resistance in the seat mounted SIAB.
Correction	Replace the front seat back pad assembly with a new part number that includes a larger clearance zone for the side impact airbag wiring harness assembly.

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.

If you encounter a vehicle with the above concern, replace the front seat back pad. Refer to Front Seat Back Cover and Pad Replacement in SI.

Parts Information

Model Year	RPO	Part Number	Side
2019-2023	AF6 & AHE & AVK & A2X & KU9	86825697	Left
2019-2023	AHE & AVK & A2X	86825696	Left
2019-2023	AL9 & A2X	86825695	Left
2019-2023	AVK & A2X & KU9	86825698	Left
2020-2023	A7H	86825699	Right
2019-2023	AHH & AKE & AVU & A7K & KU9	86825701	Right
2019-2023	AHH & AVU & A7J	86825702	Right
2019-2023	AKE & AVU & A7K & KU9	86825700	Right
2019-2023	AT9 & A7J	86825699	Right
2022	AT9 & A7K & KU9	86825700	Right

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
7023770	Front Seat Back Cover and Pad Replacement	Use Published Labor Operation Time

Version	1
Modified	Released February 27, 2024

