



Bulletin No.: PIC6427B

Published date: N/A

Preliminary Information

PIC6427B Safety Alert Seat / Haptic Seat Inoperative with a possible Service Drivers Assist message

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT4	2021	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	HS1, - A45
Condition	Safety Alert Seat or Haptic Seat Inoperative.
Cause	Circuits 3037 and 3038 missing from harness from BCM to X310

Correction:

Engineering is aware of the concern and is working on a resolution.

Until a resolution is available, it is recommended to change the alert type from Safety Alert Seat to Beeps.

To access the vehicle personalization menu:

1. Select the Settings icon on the Home Page of the infotainment display.
2. Select Vehicle to display a list of available options.
3. Select Collision / Detection Systems.
4. Select Alert Type and select Beeps.

Note: A Service Drivers Assist Message may display if the Haptic seat is commanded on with the alert set to Haptic. The message will not occur with the Alert type set to Beeps.

This PI will be converted to a Bulletin when a resolution is available.

Version History

Version	3
Modified	01/14/2021 - Created on. 02/25/2021 - Updated RPO. 06/08/2021 - Updated title and added note to correction to indicate a Service Drivers Assist message may occur.



GENERAL MOTORS

