



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory Vehicles Only
Inspect Seat Memory Switch Retention
Expires November 30, 2013

MODELS: 2013 Cadillac XTS

This service update involves vehicles in dealer inventory only and will expire November 30, 2013.

PURPOSE

This bulletin provides a service procedure to inspect for the proper retention of the seat memory switch and, if necessary, secure the switch on **certain** 2013 model year Cadillac XTS vehicles. Customers have commented that the seat memory switch button recesses into the door trim when pressed.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than November 30, 2013, at which time this bulletin will expire.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

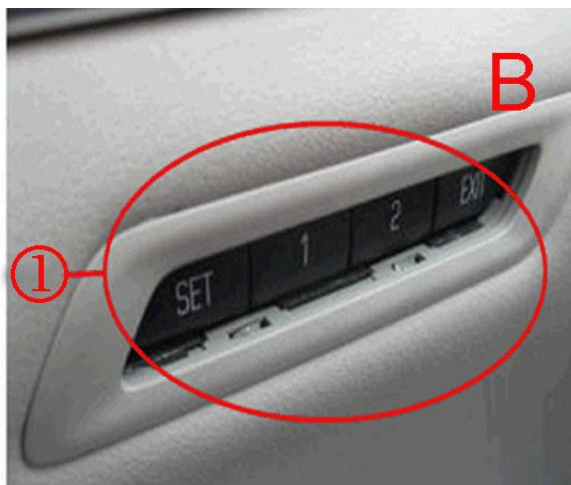
Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin.

PART INFORMATION

The Shim Stock, Kent Automotive part number P46500, can be obtained by contacting Kent Automotive at 1-88-YES-KENT or online at www.kent-automotive.com. Do not order the Shim Stock from GMCC&A.

Part Number	Description	Quantity/Vehicle
To be obtained from Kent Automotive	Kent Automotive Shim Stock, Part Number P46500 (5/15" thick, 3/4" wide)	1 (if req'd)

SERVICE PROCEDURE



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(A) Good driver seat memory seat switch. (B) Driver seat memory seat switch requires repair. The buttons (1) are pushed into the door trim panel.

1. Inspect the driver seat memory seat switch buttons to determine if the switch buttons (1) are pushed into the door trim panel.
 - 1.1 Visually inspect condition of the driver seat memory seat switch buttons (1).



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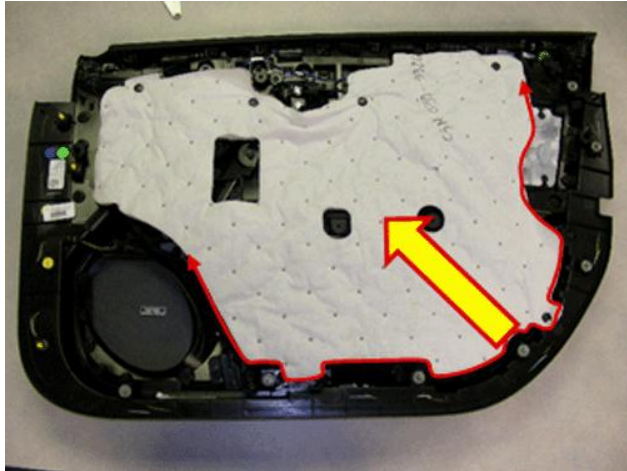
- 1.2 Firmly depress the driver seat memory seat switch buttons.

- If the driver seat memory seat switch buttons are not pushed into the door trim panel, no further action is required.

- If the driver seat memory seat switch buttons are pushed into the door trim panel, proceed to the next step.

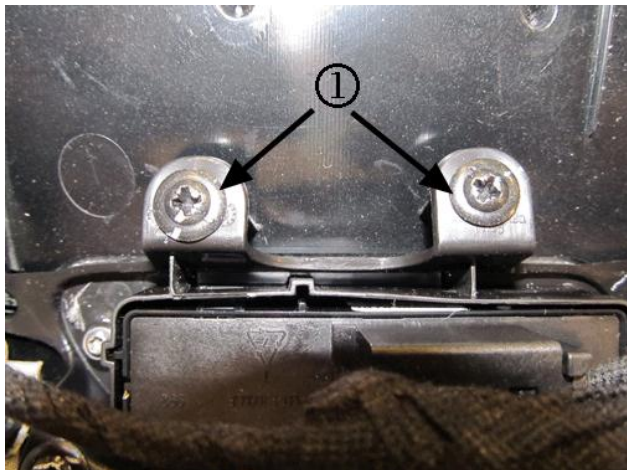
Note: The cause of this condition may be insufficient retention of the seat switch snap features to the switch bracket. Reposition the memory seat switch bracket and add an adhesive back shim stock. Refer to Steps 2-9.

2. Remove the driver door trim panel. Refer to *Front Side Door Trim Replacement* in SI.



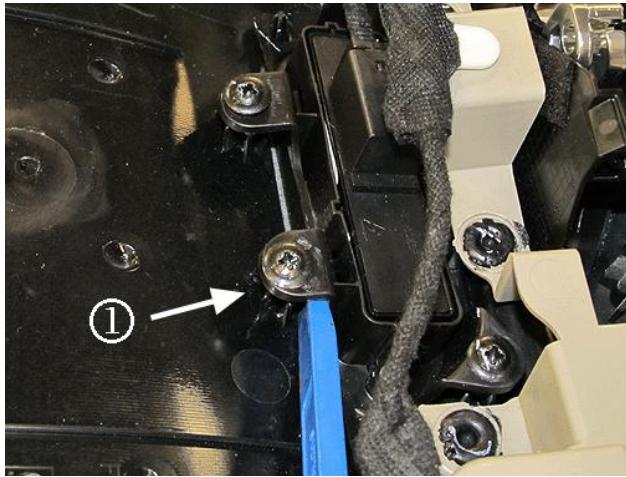
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3. Peel back the sound absorber material from the trim panel enough to access the memory seat switch.



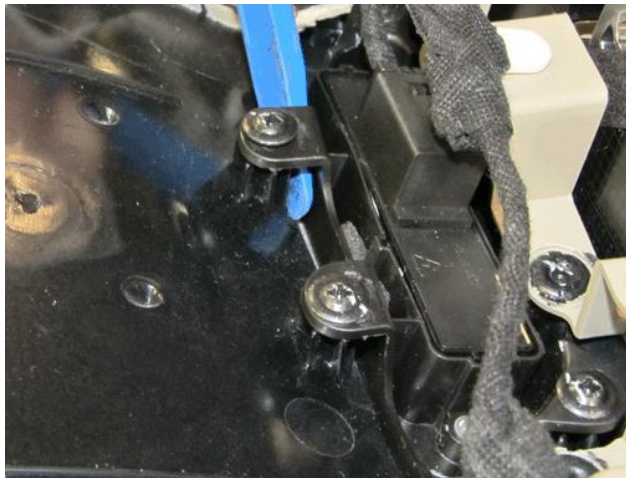
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4. Slightly loosen the two screws (1) retaining the seat switch bracket.
5. Fully seat the seat switch into the bracket, ensuring the snap features are engaged.



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6. Using a trim stick, or equivalent, lightly pry against the standing boss (1) forcing the outer wall to move tight against the switch. Tighten the screw.



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7. Repeat step 5 at the other screw location.



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8. Using a trim stick, install approximately 7.5 mm (0.30 in) length of Kent Automotive Adhesive back Shim Stock P/N 46500, or equivalent, between the inner and outer wall of the seat switch bracket at the location noted by the arrow in the graphic above.
9. Reinstall the driver door trim panel. Refer to *Front Side Door Trim Panel Replacement* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2706	Inspect Seat Memory Switch Retention	0.2	
	Add: Repair Seat Memory Switch	0.4	*

- * The amount identified in "Net Item" should represent the actual sum total of the Shim Stock needed to perform the required repairs, not to exceed \$1.00 USD/CAD.

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than November 30, 2013.



GM CUSTOMER CARE AND AFTERSALES
DCS2847
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 9, 2012

Subject: 12283 – Service Update Bulletin – Inventory Vehicles Only
Inspect Seat Memory Switch Retention

Models: 2013 Cadillac XTS

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

General Motors is announcing Service Update Bulletin 12283 today. The total number of U.S. vehicles involved is approximately 5,400. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated November 10, 2012.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES