



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Memory Seat Operation And Programming After Service Update Bulletin 12262

**Models:** 2013 Cadillac ATS with RPO A45  
2013 Cadillac XTS with RPO A45  
2013 Cadillac SRX with RPO AAB

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

### Condition/Concern

Before service update 12262 the memory seats were not linked to the key fobs. The vehicle would automatically save driver seat, outside mirror, and power tilt and telescoping steering column positions to the current driver Remote Keyless Entry (RKE) transmitter when the ignition is placed in OFF/LOCK. These automatically stored positions are referred to as RKE Memory positions.

Example: If the seat was manually moved after a memory recall the memory would automatically be saved for that fob to the different position upon ignition off.

### Recommendation/Instructions

The updated calibration installed during Service Update Bulletin 12262 will eliminate the "RKE Memory positions" and will now link memory 1 and 2 to the fobs. There are no numbers on the key fobs, so the customer will have to keep track of the fobs to continue proper operation of both memories.

Example: If the seat was manually moved after a memory recall it will not automatically save that position upon ignition off. The memory will always recall the previously stored memory position unless a new position is intentionally saved by the customer.

Fob 1 is the first fob that was programmed to the vehicle at the vehicle assembly plant; and fob 2 is the second fob programmed at the vehicle assembly plant. If at any time the vehicle has new fobs learned to the vehicle, then the first fob learned will be fob 1, and the second is fob 2. This solely depends on the order in which they are learned to the vehicle.

To find out which fob is #1 or #2, set up memory for number 1 Driver, and number 2 Driver. Enter the vehicle with one of the fobs. If the memory recall position goes to #1 position, that fob is number 1 fob, If memory goes to number 2 position, that fob is number 2 fob.

Please mark fobs for customer reference.

Vehicle will now recall memory seats for the appropriate fob at door open, or ignition on, depending on which you have selected in the CUE personalization screen.

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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