



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Memory Seat Recall Inoperative From Key Fob

Models: 2010 - 2012 Cadillac SRX
2010 - 2013 Buick LaCrosse
2010 - 2013 Chevrolet Equinox
2010 - 2013 GMC Terrain

This PI was superseded to update model years and add customer info section. Please discard PIT4913D.

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

Condition/Concern

Some owners may comment that intermittently the memory seat will not recall when using the key fob, but will operate after using the memory 1 or 2 buttons on the driver's seat trim or after using the other key fob. This concern will only occur after the power seat is manually adjusted using the power seat switch.

Recommendation/Instructions

Note: Do NOT replace the Memory Seat Module for this condition.

This is a normal operating characteristic of the memory seat. The Memory Seat Module will store the last seat position to the active key fob ID when the vehicle is turned off (i.e. "OFF" power mode). This may be a different seat position, compared to when using the memory seat buttons on the seat (memory seat position 1 or 2). If the customer wants their key fob to match their memory seat position, follow the steps below.

1. Press "Unlock" on the appropriate key fob.
2. Put the vehicle in "RUN" power mode.
3. Use the appropriate memory seat switch 1 or 2, to move the seat to the correct position.
4. After the seat has fully moved to the stored position, put the vehicle in "OFF" power mode.

Note: If the seat is manually moved to a different position, and then the vehicle is turned off, the Memory Seat Module will remember this current seat position for this key fob.

The following are two examples of how this feature works:

1. The primary driver allows someone else to drive the vehicle (secondary driver). In doing so, the secondary driver adjusts the seat to their driving position by manually using the power seat switch. The system prevents the seat from moving upon the next key fob event. This will prevent the secondary driver from having to adjust the seat for the remainder of the time that they are using the vehicle.
2. If the primary driver has to temporarily move the seat forward to place an item behind the seat, this system prevents the seat from moving backwards upon the next key fob event. By doing this, the system may prevent damage to the item from moving the seat backwards.

Note: The Memory Seat Module will store unique key fob positions for key fobs 1 and 2. If the vehicle has any additional key fobs (i.e. #3, #4, or higher), these key fobs will share the same 3rd key fob memory position.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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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