



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Seat Memory Control Module Reprogram  
Expires with Base Warranty

**MODELS:** 2013 Cadillac ATS, SRX, XTS  
Equipped with Seat Memory Feature

**The Purpose paragraph has been revised to clarify the condition. Please discard all copies of bulletin 12262A.**

### PURPOSE

This bulletin provides a service procedure to reprogram the seat memory control module on **certain** 2013 model year Cadillac ATS, SRX, and XTS vehicles, equipped with the seat memory feature. The reprogramming of the seat memory control module will change how the auto memory recall feature recalls the stored memory settings from the RKE transmitters.

Depending on the vehicle model and options, the position of the driver seat, outside mirrors, power tilt and telescoping steering column, and adjustable pedals can be stored in the 2 memory settings located on either the driver's door panel or driver's seat. In addition, the RKE transmitters are also linked to the same memory positions if the Auto Memory Recall feature is enabled in the vehicle personalization menu. The feature will recall the saved memory positions based on which RKE transmitter is being used to either open the door or start the vehicle.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### 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. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

### PART INFORMATION

No parts are required for this service update.

### SERVICE PROCEDURE

#### **Seat Memory Control Module Reprogramming**

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 01/16/13** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the seat memory control module. Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
  - 2.1 Connect the MDI to the vehicle.
  - 2.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.

**Note:** During the programming event, a warning message may appear on the TIS2WEB screen that states the data files already exist in the module. Ignore the warning message and program the module.

- 2.3 For Cadillac XTS and ATS, select *K40 Seat Memory Control Module -- Programming* from the Supported Controllers screen. For Cadillac SRX, select *MSM Memory Seat Module ---Programming* from the Supported Controllers screen.
- 2.4 Follow the on-screen instructions.
- 2.5 For Cadillac XTS and ATS, proceed to Step 3. For Cadillac SRX, select *MSM Memory Seat Module --- Setup* from the Supported Controllers screen.
- 2.6 Follow the on-screen instructions. Proceed to step 3 after performing setup.

**Note:** After programming is completed, perform Steps 3-6 to avoid future misdiagnosis.

3. Turn the ignition OFF for 10 seconds.
4. Open and close the door.
5. Connect the scan tool to the data link connector.

6. With ignition ON and engine OFF, clear all diagnostic trouble codes (DTCs) from all modules using a scan tool.
7. **For U.S.:** Provide the customer with a copy of the applicable Owner Manual Insert located in the GlobalConnect **Library**, message number D\_0000072219 (ATS), D\_0000072220 (SRX), and D\_0000072222 (XTS). Review the changes with the customer, and offer to place the insert in their owner manual.

**For Canada:** Provide the customer with a copy of the applicable Owner Manual Insert located in the GlobalConnect Library; Service; Warranty Administration; Warranty Administration Home Page, under column titled Field Actions/Recalls. Review the changes with the customer, and offer to place the insert in their owner manual.

**For GMOD Cadillac Europe:** Provide the customer with a copy of the applicable Owner Manual Insert attached. Details found on the GMOD Cadillac Europe Service Provider ([www.KWParts.com](http://www.KWParts.com)) website under the "Campaign" tab. Review the changes with the customer, and place the insert in their owner manual.

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2719	Reprogram Seat Memory Control Module	0.3

### DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES  
DCS2932  
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 20, 2013

Subject: 12262B – Service Update  
Seat Memory Control Module Reprogram  
Revised Purpose Paragraph

Models: 2013 Cadillac ATS, SRX, XTS Equipped with Seat Memory Feature

To: All Cadillac Dealers

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

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END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES