



Service Bulletin

File in Section: -

Bulletin No.: PIT4926B

Date: August, 2013

PRELIMINARY INFORMATION

Subject: Identifying / Matching Key Tags To Appropriate Key Fob During PDI

Models: 2010 - 2014 Buick Enclave
2010 - 2014 Chevrolet Traverse
2010 - 2014 GMC Acadia

This PI was superseded to update model years and remove parts info. Please discard PIT4926A.

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

Condition/Concern

Customer may find it difficult to identify which of their key fobs are Number 1 and Number 2. This can cause a perceived concern with Memory Recall features not functioning or functioning incorrectly for the selected driver.

Recommendation/Instructions

For customer concern of their memory seat option being inoperative because the key fobs are not marked with the number 1 or 2, GM now includes Key Ring Identifier Tags with the vehicle. The tags can be found in the trunk pack and should be matched to the key fobs during the PDI. These tags are being supplied temporarily as a means of identifying and matching the fob with the memory seat function settings to resolve the customer confusion related to the memory seat option.

A quick way to match the tag to the appropriate fob:

1. Move the seat to a fixed position and set it in memory by pressing button #1 on the door switch for 2 seconds until a beep is heard.
2. Move the seat out of this fixed position.
3. Turn the ignition on and press the Customization button to enter the Feature Settings menu.
4. Press the Customization button until MEMORY SEAT RECALL appears on the DIC display.
5. Press the Set/Reset button to turn the setting on.
6. With the MEMORY SEAT RECALL in the ON setting, press the Unlock buttons on one of the fobs to see if the seat returns to the set position.
7. If the fob does not function the seat, try the other fob.
8. Place tag labeled #1 on the ring of the fob that moved the seat and tag #2 on the ring of remaining fob.
9. Turn the MEMORY SEAT RECALL feature OFF to avoid any confusion until delivery. At delivery this function can be demonstrated by the sales professional so the customer will understand how to turn ON and program their fobs to the selected seat positions.

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.