



Service Bulletin

File in Section: -

Bulletin No.: PIE0269

Date: September, 2013

PRELIMINARY INFORMATION

Subject: Engineering Information – Power Driver Seat Inoperative, Power Outside Mirror Inoperative

Models: 2013 Cadillac ATS, SRX, XTS
2014 Cadillac ATS, CTS Sedan, SRX, XTS
Equipped with Auto Memory Recall (RPO A45, AAB or A44)

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. **THIS IS NOT A RECALL** — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that the power driver seat is inoperative. They may also comment that the power outside mirror and power passenger seat (XTS only) is inoperative.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

Confirm the power driver seat or power passenger seat (XTS only) does not move in any direction using the seat adjustment switch. If the seat(s) are inoperative in any direction, DO NOT disconnect the memory seat module connector or remove battery power from the vehicle. Please record the following information and contact one of the engineers listed below for further instructions. Depending on the location of the vehicle, the engineer may want to visit the dealership to direct the diagnostic process.

1. Using the GDS2, request DTC information from the memory seat module (MSM). Does it report "no communication" with the MSM?
2. Did other modules set a U0208 (Loss of Communication with Memory Seat Module) DTC?
3. Are the power outside mirrors also inoperative?

Contact Information

Engineer Name	Phone Number
Michael Malkowski	586-322-3811
John Gao	248-819-0662

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
7080028*	Engineering Information – Power Driver Seat Inoperative	0.4 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		