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

This service procedure in this bulletin has been revised. The following Note statement has been added to Step 2.3: 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.

Please discard all copies of bulletin 12262, issued January 2013.

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 reprogram will remove the automatic seat memory recall function from the key fobs. Customers have commented on the dissatisfaction of the key fob automatic memory function.

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 buttons located either on the driver door or driver seat. In addition, the key fobs also store these positions. Whenever the ignition is placed in the OFF/LOCK position, the vehicle will automatically store the current settings to the key fob that was used to start the vehicle. If any adjustments were made to the seat, mirrors, steering column, or pedals these new settings will be different from what is stored in the door/seat switches. If the Auto Memory Recall feature is enabled in the vehicle personalization menu, the next time the vehicle is started, the recalled seating position could be the position stored in the fob, which may not be the desired position of the driver.

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) 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.

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