



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Identifying / Matching Key Tags For Seat Memory Recall Operation

**Models:** 2010 - 2015 Buick Enclave  
2010 - 2015 Chevrolet Traverse  
2010 - 2015 GMC Acadia

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, this PI provides 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 identify 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. 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.

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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