



Service Bulletin

File in Section: -

Bulletin No.: PI1103C

Date: July, 2014

PRELIMINARY INFORMATION

Subject: Power Driver Seat Inoperative, Power Outside Mirror Inoperative

Models: 2014-2015 Buick LaCrosse
2013-2014 Cadillac ATS, SRX, XTS
2014 Cadillac CTS Sedan, ELR
2015 Cadillac Escalade, Escalade ESV
2014 Chevrolet Corvette, Silverado 1500, SS
2015 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra, Yukon, Yukon XL
Equipped with Auto Memory Recall (RPO A45, AAB or A44)

This PI has been revised to update the Models, add a Note before step 3 and add an Important statement before step 4. Please discard PI1103B.

Condition/Concern

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.

Recommendation/Instructions

Important: Do not replace the memory seat module for this concern.

Confirm the power driver seat or power passenger seat (XTS and Corvette only) does not move in any direction using the seat adjustment switch. If the seat(s) are inoperative in all directions, determine the following information:

1. When pressing and releasing the seat adjustment switches, listen for relay clicking.
 - If relay clicking is heard, then the power to the MSM logic is valid. Power to the MSM motor feed should be investigated, as well as a possible short-to-ground or short-to-battery on any seat motor.
 - If no relay clicking is heard, continue with the following steps.
2. Using the GDS2, request DTC information from the memory seat module (MSM). Does it report "no communication" with the MSM?

Note: For the passenger seat module (XTS and Corvette only), the BCM will not set U0208.

3. Did other modules set a U0208 (Loss of Communication with Memory Seat Module) DTC?
 - If both steps are yes, proceed to step 4.
 - If either step is no, this bulletin does not apply. Refer to published diagnostics in SI.

Important: Prior to reprogramming the MSM, the module must be reset by removing the memory seat module logic fuse for at least 10 seconds.

4. An updated software calibration has been released to address this concern. Technicians should reprogram the memory seat control module (MSM) using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the Memory Seat Control Module Programming and Setup procedure in SI.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2810875	Driver or Passenger Seat Adjuster Memory Module Programming with SPS	Use Published Labor Operation Time