



Service Bulletin

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Increased Seat Motor Noise When Compared To A Vehicle Without Easy Entry Feature

Models: 2015 Cadillac ATS Coupe
2014-2015 Cadillac ELR

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

Condition/Concern

Some customers may comment that there is increased power seat motor noise when moving the driver or passenger seat forward or backwards using the Easy Entry power seat switch located at the top of the seat back, or with the switch on the side of the seat.

Recommendation/Instructions

Important: Do NOT replace the seats or motors for this condition – as all Easy Entry seats are the same.

The Easy Entry power seat adjustment motors in the ATS Coupe and the ELR are unique (i.e. run at a different rate and produce more noticeable noise) than other vehicle models without the Easy Entry feature.

Please compare the noise level of both seats using the Easy Entry seat switch and the side seat switch to determine if there is a difference in the driver and passenger seat.

Important: Comparing an ATS Coupe to another ATS Coupe or an ELR to another ELR is advised. Do NOT compare the noise level to an ATS Sedan or CTS VIN A Sedan – as those seats motors are different.

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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