



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-039

Date: February, 2018

TECHNICAL

Subject: Personalization Selections Intermittently Missing from Comfort and Convenience Menu

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2017	2018			All	All
Cadillac	ATS CTS	2017	2017			All	All
Cadillac	CT6 Escalade Models	2017	2018			All	All
Chevrolet	Impala Silverado Suburban Tahoe	2017	2018			All	All
GMC	Sierra Yukon Models	2018	2018			All	All

Involved Region or Country	North America and NA Export vehicles
Additional Options (RPOs)	Equipped with ONLY with Infotainment System RPO IO5 or IO6
Condition	Some customers may comment that when they enter Radio Settings on the infotainment display, some of the personalization selections within the Comfort and Convenience menu are missing at times. The following personalization selections may be missing at times as a result of this: Auto Memory Recall, Easy Exit Features, Reverse Tilt Mirror, Auto Fold Mirror, and Safety Alert Seat. Typically, the concern will start happening as soon as the vehicle is started and it will last for an entire ignition cycle. However, if the ignition is turned off briefly and back on again before the radio/tuner has a chance to go to sleep, the selections will typically reappear again.
Cause	This is a result of a timing issue between the Memory Seat Module and the Radio/Tuner upon key up.
Correction	If personalization selections are intermittently/randomly missing from the Comfort and Convenience menu, program the memory seat module with the latest TIS2web calibrations and re-evaluate the concern.

Service Procedure

If you encounter a vehicle with the above concern, reprogram the memory seat module. Depending on the model you are working on, TIS2web may list both a driver and passenger memory seat module. If this is the case, select and program the driver's side memory seat module. Refer to the *Seat Memory Control Module Programming and Setup* procedure in SI for detailed programming instructions.

Note: If personalization selections are ALWAYS missing within the Comfort and Convenience menu, never reappear over several short and long key cycles, and/or there are related DTCs stored, this bulletin does not apply so normal diagnosis should be followed to repair the vehicle as necessary.

Note: If personalization selections are not missing from the Comfort and Convenience menu but they are missing from other menus such as the Climate and Air Quality, Collision/Detection Systems, and Lighting menus, refer to bulletin 17-NA-186.

Note: If personalization selections are missing from the Comfort and Convenience menu but your model is not listed in this bulletin, please review the latest version of PIC6315 to determine if it applies to the vehicle you are working on.

Note: Memory seat adjustments may not be available upon delivery or after service so memory locations will need to be stored if they have never been set when new, following a battery disconnect, or following Memory Seat Module replacement/programming.

Parts Information

No parts are needed for this condition.

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
3480748*	Program K40 Memory Seat Module with Personalization Fix	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released February 06,2018

