Service Bulletin

TECHNICAL

Subject: Memory Seat Module Does Not Adjust and/or Seat Only Slightly Moves when Seat Switch is Activated

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2021	2021	—	—	—	—
Cadillac	CT4	2020	2021				
	CT5						
	Escalade	2021					
	Escalade ESV						
Chevrolet	Corvette	2020	2021				
	Suburban	2021	2021				
	Tahoe						
GMC	Yukon	2021	2021				
	Yukon XL						

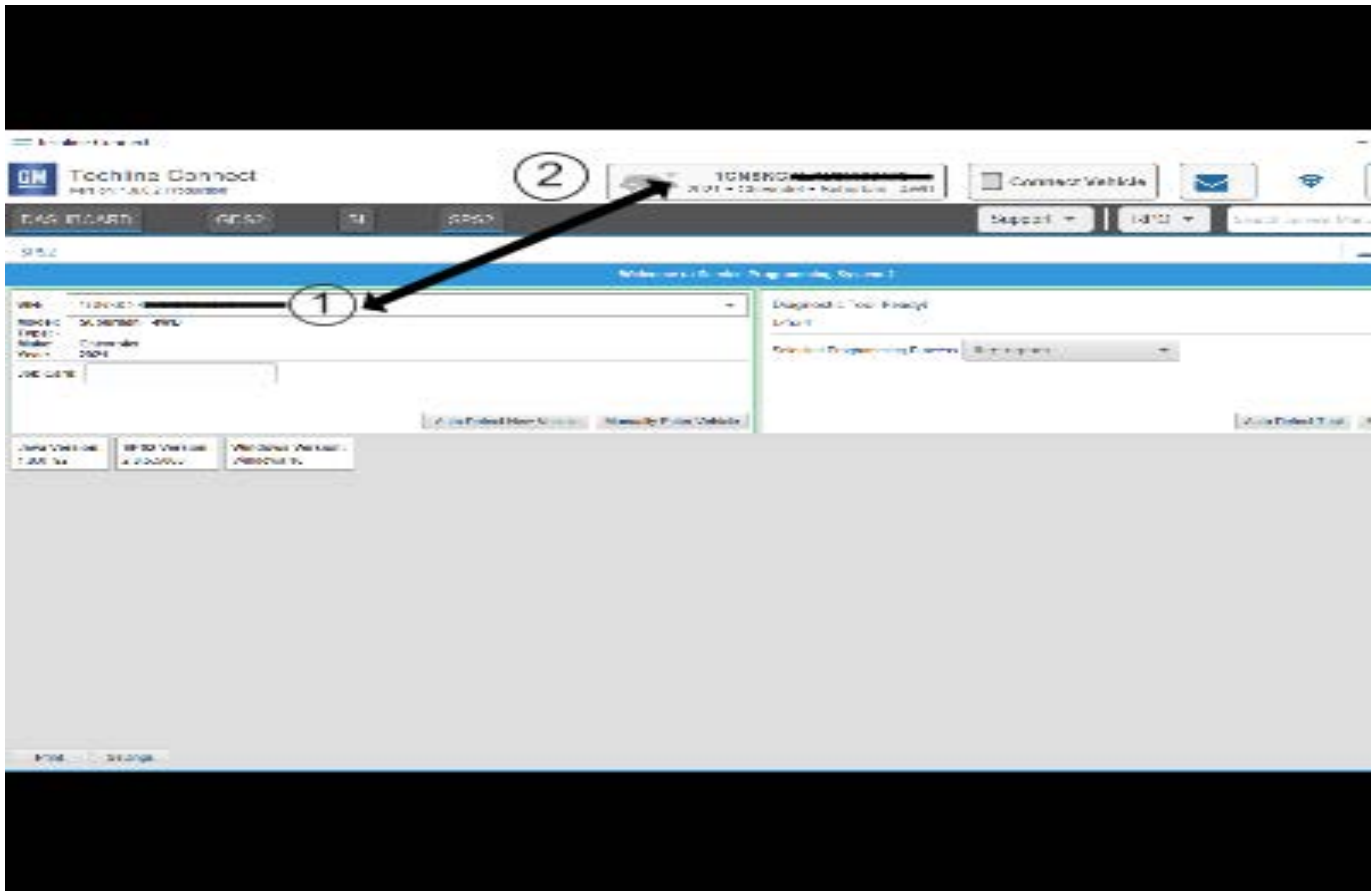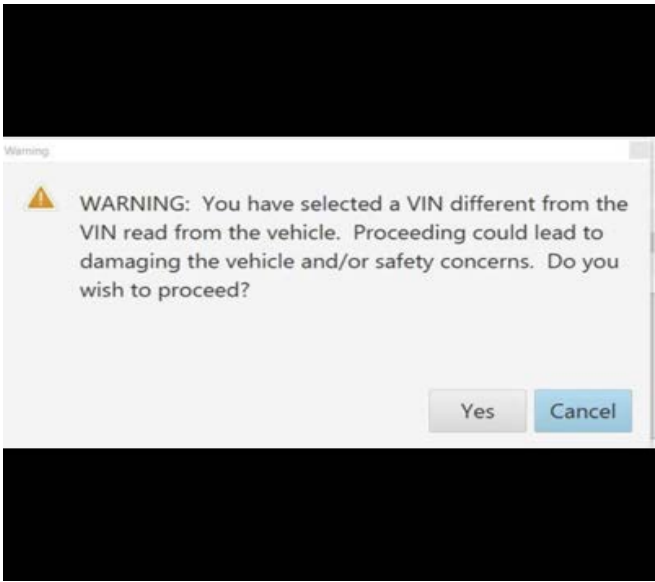| Involved Region or Country	North America, Middle East
Condition	Some customers may comment on one or more of the following conditions: • Auto Entry/Exit is intermittently or consistently inoperable. • The seat may intermittently not recall or exit despite the personalized settings being set. • Limited seat movement in one direction (specifically unable to move the recline axis). • The driver seat back will not recline or the seat will not move to the full rearward or forward position. • Seat only slightly moves when seat switch is activated. A technician may find a Service Driver Assist message or Super Cruise drops out intermittently and the External Object Calculation Module (EOCM) sets a DTC against the Memory Seat Module (MSM). • U0211 Lost Com • U0512 Invalid data
Cause	The cause of the condition may be a software anomaly in the Driver Seat Adjuster Memory Module.
Correction	Reprogram the Driver Seat Adjuster Memory Module.

Service Procedure

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

• Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
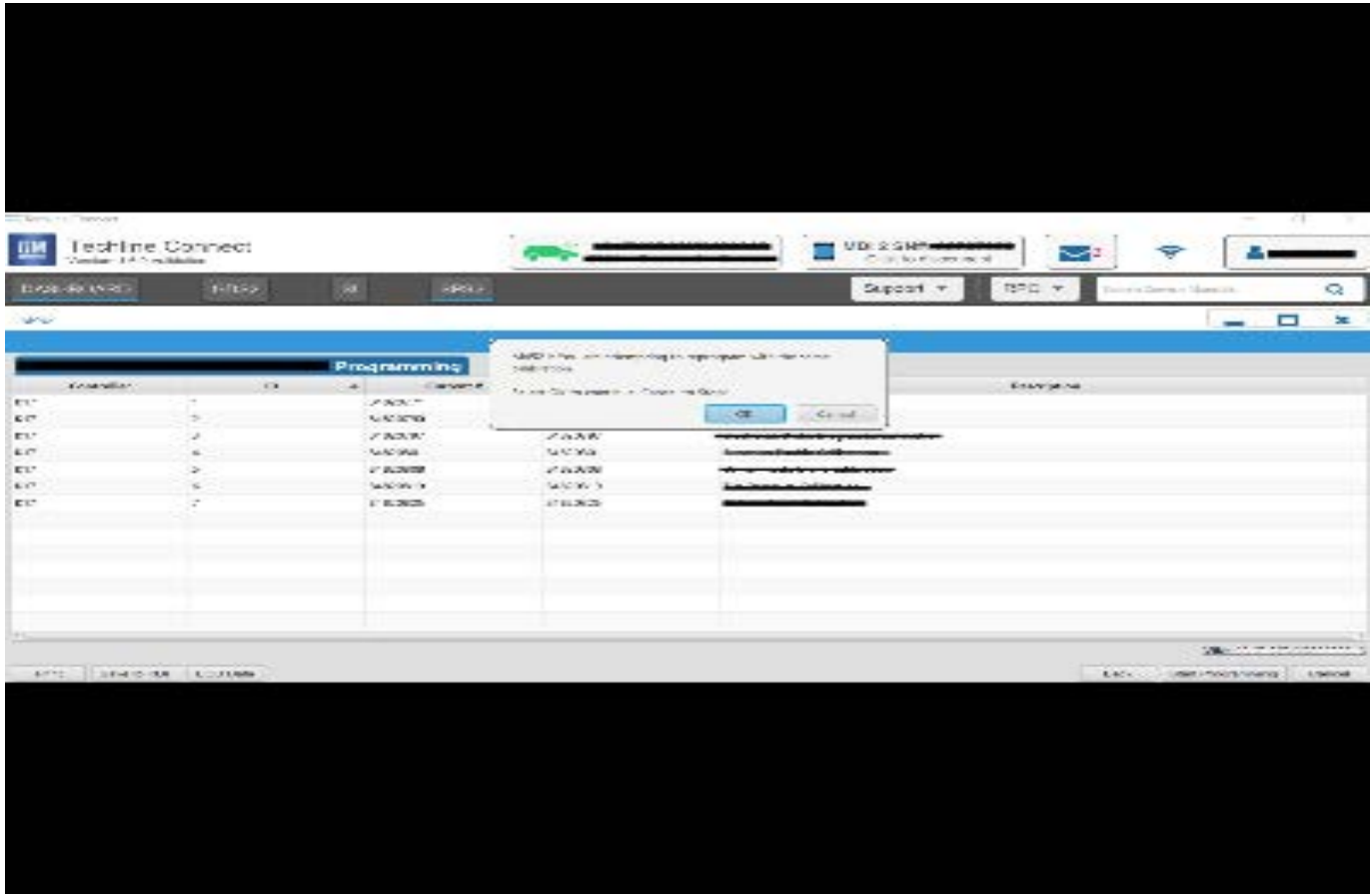
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.

- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

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WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?
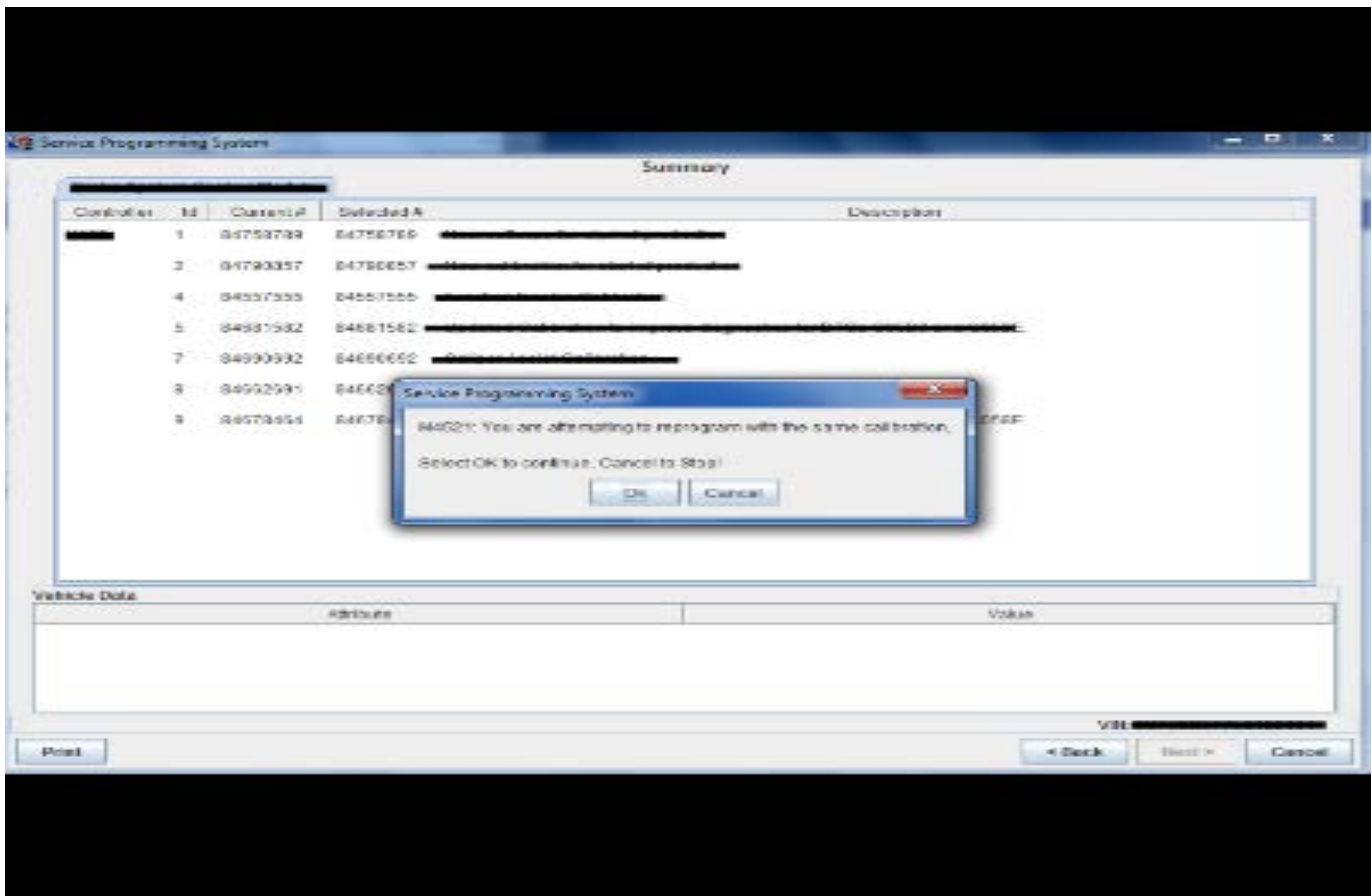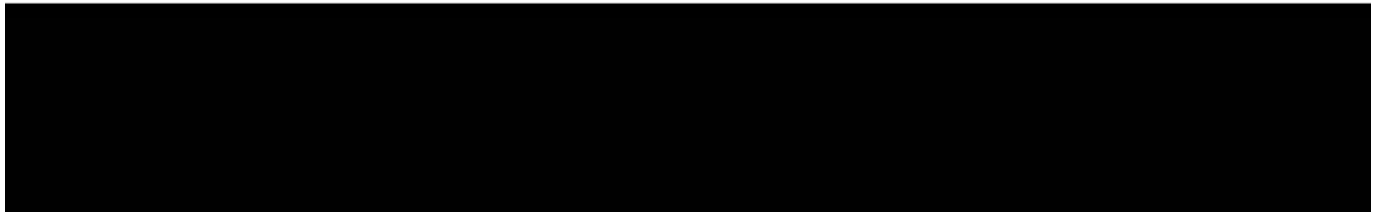
Yes　Cancel

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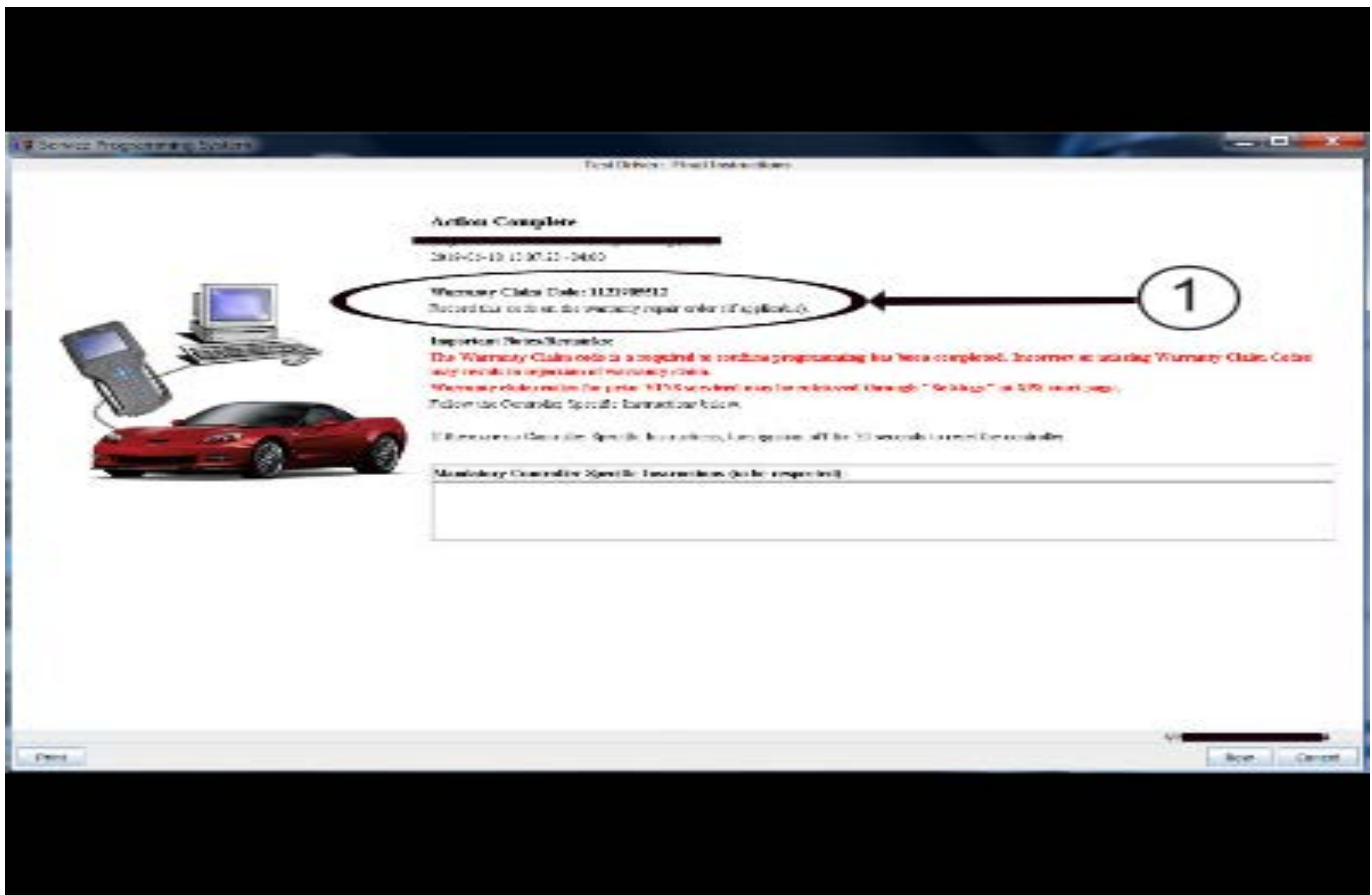**Important:** Techline Connect and TIS2WEB screens shown above.

Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Reprogram the Driver Seat Adjuster Memory Module. Refer to *K40D Driver Seat Adjuster Memory Module: Programming and Setup* in SI.

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Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record the SPS Warranty Claim Code on the job card for warranty transaction submission.

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
2887358*	Driver Seat Adjuster Memory Module Reprogramming for Seat Adjustment Failure	0.3 hr
*This is a unique Labor Operation for bulletin use only.		

Important: To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Version	2
Modified	Released June 02, 2021
	Revised January 14, 2022 — Added New Condition of Seat only Slightly Moving when Activated.