Service Bulletin

PRELIMINARY INFORMATION

Subject: **Power Seat Moves In Short Bursts and/or Heated Seats Inop With NO DTC's (Reprogram MSM/RHVSM/HVSMF)**

Models: **2012 Buick Enclave**
2012 Cadillac Escalade Models
2012 Chevrolet Avalanche, Silverado, Suburban, Tahoe, Traverse
2012 GMC Acadia, Sierra, Yukon Models

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

Condition/Concern

Some customers may comment that the front and/or rear heated seats are inoperative and/or the driver's power seat only moves in short bursts each time the seat switch is operated. There will be no DTC's set in the MSM (Memory Seat Module), RHVSM (Rear Heated/Vented Seat Module), or HVSMF (Front Seat Heating Control Module). When the heated seats are activated, there will be 3 clicks heard from the module.

Note: If the module has a DTC(s), this PI does not apply. Follow the appropriate SI diagnostics.

Recommendation/Instructions

Do NOT replace the MSM, RHVSM, or HVSMF. Using TIS2WEB, reprogram only the affected module (MSM, RHVSM, HVSM) with updated calibrations. At the "Calibration Selection" screen in TIS2WEB, select the calibration with the description of: "For use on vehicles with power rail failure PIT5170 only, suspect vehicles built from 1/2012 through 6/2012".

Note: Use the chart below to determine if this bulletin is applicable. Each manufacturing plant has a different breakpoint. Vehicles built before or after the breakpoint are not applicable to the software update.

Buick Enclave / Chevrolet Traverse / GMC Acadia Built between:

5GAKVDED5CJ235619 - 5GAKVCED0CJ365575

Full Size Trucks/Utillites Built between:

Arlington 11th VIN R: 1GNSCJE01CR203808 - 1GNSCCE03CR328708

Flint 11th VIN F: 1GC1KYE83CF157129 - 1GC4K1C8XCF242833

Fort Wayne 11th VIN Z: 1GCRKTE74CZ197053 - 1GTR2WE75CZ355725

Silao 11th VIN G: 3GNTKGE79CG196114 - 3GTP2WE74CG312601

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
N9524	Seat Module Reprogramming with SPS	.4 hr

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.