



# Service Bulletin

File in Section: -

Bulletin No.: PI1103

Date: November, 2013

## PRELIMINARY INFORMATION

**Subject:** Power Driver Seat Inoperative, Power Outside Mirror Inoperative

**Models:** 2014 Buick LaCrosse  
2013-2104 Cadillac ATS, SRX, XTS  
2014 Cadillac CTS Sedan, ELR  
2014 Chevrolet Corvette, Silverado 1500, SS  
2014 GMC Sierra 1500  
Equipped with Auto Memory Recall (RPO A45, AAB or A44)

This PI replaces PIE0269. Please discard PIE0269.

### 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 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. Using the GDS2, request DTC information from the memory seat module (MSM). Does it report "no communication" with the MSM?
2. Did other modules set a U0208 (Loss of Communication with Memory Seat Module) DTC?
  - If both steps are yes, proceed to step 3.
  - If either step is no, this bulletin does not apply. Refer to published diagnostics in SI.
3. Engineering is aware of this concern and working on a long term resolution. In the meantime, the memory seat module logic fuse can be removed for at least 10 seconds. This action will remove power from the memory seat module and reset the module. After the module has been reset, power seat and mirror functionality will return.

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
7080028*	Memory Seat Module Diagnosis and Module Reset	0.4 hr

\*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.