



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Normal Condition - "Personalization By Driver" Menu Selection Inoperative

**Models:** 2013 Cadillac ATS

### Condition/Concern

A customer or technician may question what the Personalization by Driver option does. When you enter into Settings > Vehicle > Comfort and Convenience, the option for Personalization by Driver will be seen.



### Recommendation/Instructions

**Important:** Do NOT replace any parts for this condition.

This menu option is not supposed to be displayed for ATS domestic vehicles. Selecting the option will not do anything.

This is normal and no repairs should be performed. Ignore the setting. Enabling or disabling the setting will not change any operational characteristic of the vehicle's feature settings.

### Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

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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