



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable To Perform Adding Or Replacing Transmitters Procedure Using The "Without SPS" Method

Models: 2013 Cadillac ATS, SRX

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

Condition/Concern

A dealer may find they are unable to Add or Replace a remote keyless transmitter when trying to use the "Without SPS" method; also known as the 30-minute or Manual Learn method. Engineering has identified a concern with the steps in this procedure and are working to correct the SI document.

Additionally we have identified that if the vehicle is in Transport Mode and you attempt to enter the manual learn method, the DIC will not display the messages that the procedure indicates should be displayed. This is normal when the vehicle is in Transport Mode.

Recommendation/Instructions

Important: Do NOT replace parts for this concern.

In order to program the remote transmitter, follow the "With SPS" method in SI Remote Control Door Lock and Theft Deterrent Transmitter Programming document.

This PI will be updated once the "Without SPS" procedure has been corrected.

Note: Though this concern will most often be experienced by a dealership technician, if the customer experienced this issue, please reference the Customer Information section below.

Customer Information

If this concern was experienced by the customer attempting to Add or Replace a transmitter on their own, please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. The dealership will be able to Add or Replace a transmitter for the customer using the SPS method.

Warranty Information

There is not a labor time or labor operation associated with this PI because this is considered a diagnostic tip and the labor time is considered part of the original repair.

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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