



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Dead Battery or Intermittent Shift to Park Message Displayed on DIC

Models: 2013 Cadillac SRX

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

Condition/Concern

Customers may report that the battery went dead or they saw a "shift to Park" message in the instrument cluster's DIC. The shifter boot may become pinched between the shifter housing and the shifter's chrome lever. If this should happen, the transmission will be mechanically in Park and will not move, however the micro switch that sends the signal to the cluster may send the signal which will leave the ignition in the Run state.

Recommendation/Instructions



Inspect the shifter boot for signs of being pinched. See the picture above, which shows the pinched shifter boot condition. If you find a pinched shifter boot, please request the following new shifter boot through the warranty parts center. Attached below is a form to use to order the shifter boot from the WPC. There are four different color shifter boots; see the chart below for the proper WPC part number for the color shifter boot that is needed.

Parts Information

WPC Number	Description	Qty
WPC686	Shifter knob-Brownstone Choco Sapele Woodgrain	1
WPC687	Shifter knob-Black Non-Woodgrain	1

WPC688	Shifter knob-Black Sapele Wood	1
WPC689	Shifter knob-Black Choco Sapele Wood	1

Use the attached form to request parts from the WPC:

For complete form, do not enlarge (zoom in) before printing from SI.

WPC Parts Request Form

To: Warranty Parts Center
 "E-Mail" warrantypartscenterusa@gmail.com
 or WPC Fax #: 248-371-0192

Attn: Jeanette Dunn

Part Being Requested:

- (1)WPC #
- (2)WPC #
- (3)WPC #
- (4)WPC #
- (5)WPC #
- (6)WPC #

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
K5103	Transmission Control Lever Boot Replacement	Use Published Labor Operation Time

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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