



Service Bulletin

PRELIMINARY INFORMATION

Subject: Radio Static on All AM Stations

Models: 2008-2012 Cadillac CTS
Built Prior to May 1, 2012

Condition/Concern

Some customers may comment on static coming from all AM stations.

Recommendation/Instructions

This may be caused by a stiff front coax cable that connects to the radio and goes to the center console connection. This stiff cable can put excessive sideways pressure on the connector at the radio and affect the connection. A newly designed coax cable is now available. Follow the steps below for inspection and replacement of the front coax cable.



1. Inspect the connector on the driver's side of the center console by gently pulling the carpet down out of the trim at the top. The newer cable is thinner and much more flexible. If the vehicle has the new cable already installed, this bulletin does not apply. Follow normal diagnostics in SI.
2. Disconnect and reconnect the coax cable connector. If the AM static is less, this is a good indicator of an issue with the front coax or its connection to the radio and the newly designed cable should be installed.
3. Remove the right and left front floor console appliques.
4. Remove the front floor console transmission shifter trim plate assembly.
5. Remove the instrument panel trim plate applique – center.
6. Remove the instrument panel trim plate applique – right side.
7. Remove the AM/FM Stereo and Clock and Audio Disc Player Radio Control Assembly.
8. Disconnect the coax cable from the radio and inspect for a good connection. If the connection is excessively loose or broken, the radio should be replaced.
9. Remove the old front coax cable from vehicle by cutting the cable away from the harness.

Important: Be sure not to damage any other wires that the coax cable is attached to when removing.

10. Route and install the new front coax cable and secure to the harness with electrical tape.
11. Apply dielectric grease to the radio side of the cable and install the cable into the radio.
12. Install the AM/FM Stereo and Clock and Audio Disc Player Radio Control Assembly.
13. Install the instrument panel trim plate applique – right side.
14. Install the instrument panel trim plate applique – center.
15. Install the front floor console transmission shifter trim plate assembly.
16. Install the right and left front floor console appliques.
17. Apply dielectric grease to the coax cable connection at the center console.
18. Connect the coax cable at the center console connection.
19. Gently tuck the carpet back into the driver side center console.

Parts Information

Part Number	Description
22928462	Front Coax Cable

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9816*	Replace Radio Front Coax Cable	0.4 hr

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

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