



# Service Bulletin

File in Section: -

Bulletin No.: PIC5494D

Date: December, 2012

## PRELIMINARY INFORMATION

**Subject:** Difference Between Analog And Digital Vehicle Speed Display

**Models:** 2013 Cadillac ATS, SRX, XTS  
2008 - 2013 Cadillac CTS Models

This PI was superseded to update models and add Warranty Information. Please discard PIC5494C.

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

### Condition/Concern

A customer may comment that their digital vehicle speed display is showing a different speed than the analog vehicle display.

### Recommendation/Instructions

#### Concern #1:

There may be up to a 2 mph difference between the digital, and analog vehicle speed displays because the tolerance calculations are different between the two. Driver viewing angles for the analog speedometer may also appear to increase the difference between both displays.

Please do NOT replace any parts for this concern as this is a normal characteristic.

#### Concern #2:

CTS vehicles built between April - June 2011 or 2013 ATS, SRX, and XTS vehicles built before August 29, 2012 may exhibit a 3 mph or more variation. For those situations, the correction is to replace the instrument panel cluster (IPC).

### Customer Information

For Concern #1 only, please communicate to the customer that 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.

### Warranty Information

For vehicles repaired under warranty for Concern #2, use:

Labor Operation	Description	Labor Time
N4180	Instrument Cluster 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.