



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Loss of Communication to Infotainment Center
Expires November 30, 2013

MODELS: 2013 Cadillac XTS

This bulletin has been revised to extend the expiration date to November 30, 2013.

Please note that the service procedure contained in this bulletin must be performed only on sunny days with an ambient temperature over 24 degrees Celsius (75 degrees Fahrenheit). If these conditions do not exist, do not perform this update at this time. The inspection will not be accurate if performed during cool/cold weather. Please discard all copies of bulletin 12153A.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason.

PURPOSE

This bulletin provides a service procedure to inspect and, if necessary, replace the instrument cluster on **certain** 2013 model year Cadillac XTS vehicles. When the interior of these vehicles becomes hot, communication to the infotainment system may be lost. This can cause loss of the infotainment audio, steering wheel switch controls, display of radio information such as song and artist information, and steering wheel switch backlighting. This condition may correct itself when the vehicle is turned off and if the interior of vehicle cools. However, the condition may continue to occur in the future.

This service procedure should be completed on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service as soon as possible, but no later than November 30, 2013, at which time this bulletin will expire.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, through November 30, 2013, should also be checked for vehicle eligibility.

PART INFORMATION

25% of involved vehicles are expected to require replacement of the IPC. If the inspection determines that replacement is required, contact a GM Authorized Electronic Service Center (ESC) to order an instrument panel cluster.

Return the removed IPC using the pre-paid Automatic Return Shipping (ARS) label included with the exchanged IPC. Package the removed IPC in the original packaging and package inserts provided by the ESC. It is important that the returned IPC unit be packaged identically to the exchange IPC to prevent damage in shipping. To avoid charges to your Open Parts Account, return the core within 30 days.

Part Number	Description	Quantity/Vehicle
22972739 - (US) 22972738 - (CN)	CLUSTER, INST	1 (if req'd)

SERVICE PROCEDURE

XTS Base Cluster Inspection

Note: This test procedure must be performed only on sunny days with an ambient temperature over 24 degrees Celsius (75 degrees Fahrenheit). If these conditions do not exist, do not perform this update at this time. The inspection will not be accurate if performed during cool/cold weather.

- Vehicle must soak in the sun for 30 minutes. Ensure that the ignition is off, and windows and doors are closed. Sunroof must be closed; sunroof shade must be open.
- After soak, start the vehicle.
- Set climate control to the following configuration:
 - Temp on both driver and passenger side at ‘HI’
 - Manually set fan speed to medium (at the fan icon)
 - Air direction to be at the ‘Face Only’
- Turn radio on and tune to a strong AM or FM station with the cluster center DIC displaying the AM or FM station information. Set the volume on the center stack to “40.”
- Exit vehicle, close the doors, and leave the vehicle running.
- After **10 minutes**, observe Infotainment functionality as follows:

Radio Observations: Is the audio playing normally? Listen for 30 seconds.

Cluster Center DIC Observations: Is the current radio station information displayed?

Steering Wheel Audio Button Observations (Right Hand Side Control):

Is the button backlighting still illuminated?

Are the Volume up/down and Seek up/down buttons functional?

7. Determine if the instrument cluster must be replaced.

Caution: To avoid part damage, carefully review the service information in SI BEFORE removing the instrument cluster.

- If the answer is no to any of the observation questions in Step 6, record the VIN. Replace the instrument cluster. Refer to *Instrument Cluster Replacement* in SI.
- If all question answers in Step 6 are yes, no further action is required.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2615	Inspect IPC – No Replacement Required	0.3	N/A
V2616	Inspect & Replace IPC (replaced by dealer)	2.7*	**
V2617	Inspect & Replace IPC (replaced by York's Mobile Unit - Canada only)	0.0***	N/A

* Submit an additional 0.2 hours administrative allowance in the Administration Time field.

** Submit \$25.00 administrative allowance in Admin Allowance field.

*** Submit 0.2 administrative allowance in the Administration Time field

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service through November 30, 2013, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

