



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Outside Door Handle Touchpad Delay to Lock Excessive  
Expires with Base Warranty

**MODELS:** 2013 Cadillac ATS, XTS

The Purpose paragraph in this bulletin has been revised to clarify the condition. Please discard all copies of bulletin 12227, issued September 2012.

**This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.**

### PURPOSE

This bulletin provides a service procedure to reprogram the Keyless Entry Control Module on certain 2013 model year Cadillac ATS and XTS vehicles. After closing the door, the vehicle will run checks for 2 seconds to determine if the RKE transmitter has been left in the vehicle. During this two second time window, the outside door handle touchpad will not lock the doors when touched, and the door will not lock. The touchpad will function normally after the 2 second window. The purpose of this calibration change is to reduce the time that the vehicle will not react to the door handle touch pad (from approximately 2 seconds to about 1 ½ seconds).

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### 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, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

### PART INFORMATION

No parts are required for this service update.

### SERVICE PROCEDURE

Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB on or after 09/26/12** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

1. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.
2. Reprogram the keyless entry control module. Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
  - 2.1 Connect the MDI to the vehicle.
  - 2.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
  - 2.3 Select *K84 Keyless Entry Control Module -- Programming* from the Supported Controllers screen.
  - 2.4 Follow the on-screen instructions.
3. Clear all diagnostic trouble codes (DTCs).

### WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2658	Reprogram Keyless Entry Control Module	0.3

### DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

