



Service Bulletin

File in Section: -

Bulletin No.: PIC5767

Date: October, 2012

PRELIMINARY INFORMATION

Subject: Normal Characteristic - "No Active Route" Message Displayed After Touching Navigation Icon

Models: 2013 Cadillac ATS, SRX, XTS
Equipped with CUE Infotainment System

Condition/Concern

A customer may comment that nothing happens or that a screen pops up saying "No Active Route" when they touch the Navigation icon on the CUE display.

Recommendation/Instructions

Important: If the vehicle was NOT built with one of the model-specific RPO codes listed below, do NOT replace any parts for this condition.

There are different option levels of the CUE system; not all of them are equipped with a navigation system.



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The Navigation icon is displayed in both systems, but they function differently dependent on which option the vehicle is equipped with.

Inspect the vehicle build / RPO code for the vehicle to determine if the CUE system is equipped with Navigation feature.

For ATS the Navigation equipped CUE RPO code is Y26.

For SRX the Navigation equipped CUE RPO code is UY4.

For XTS the Navigation equipped CUE RPO code is IO6.

If the vehicle is not equipped with the model-specific RPO code listed above, then it is not equipped with the Navigation function and cannot be upgraded. The vehicle is operating as designed and no repairs should be performed.

Customer Information

Please communicate to the customer 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.

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.