



Service Bulletin



SERVICE UPDATE

**SUBJECT: Service Update for Inventory Vehicles Only
Steering Wheel Doesn't Heat, Horn Continuous, Battery Drain
Expires December 31, 2013**

MODELS: 2013 Cadillac XTS

This service update involves vehicles in dealer inventory only and will expire December 31, 2013.

PURPOSE

This bulletin provides a service procedure to inspect, add protective tape, and if necessary, reroute the steering wheel wire harness on **certain** 2013 model year Cadillac XTS vehicles. When the steering wheel assembly was produced, the wire harness may have been pinched by the driver airbag or damaged due to contact with the steering wheel structure. This could prevent the steering wheel from heating, cause the horn to sound continuously, make the steering wheel electronic controls inoperative, and could cause a battery drain.

This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than December 31, 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

PART INFORMATION

Parts required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/Vehicle
23127760	CLIP KIT,STRG WHL HARN	1 (if vehicle has NOT already been reworked)
99491 (Obtain from Kent Automotive*)	Kent Industries Liquid Vinyl Tape (or equivalent) (will service 10 vehicles)	As Needed (if req'd) (submit in Net Item)
1089482 (Obtain from Kent Automotive*)	Kent Automotive Abrasive Tape (will service 2 vehicles)	As Needed (if req'd) (submit in Net Item)

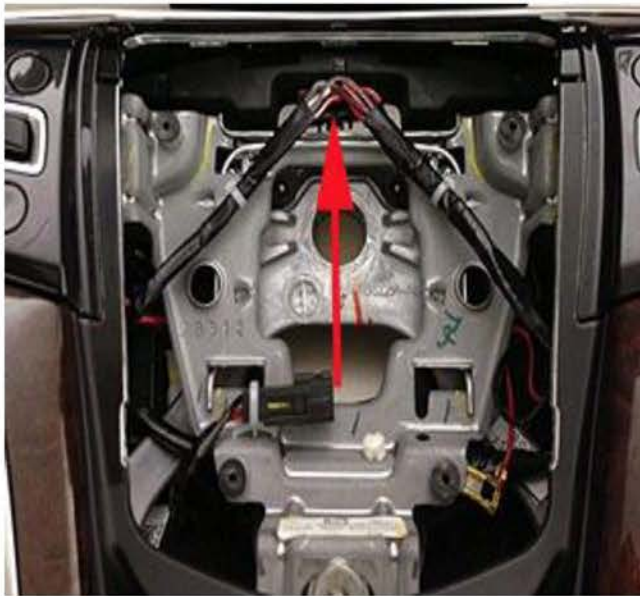
* Contact Kent Automotive at 1-888-937-5368 or www.kent-automotive.com. **Do not order from GMCC&A.** We believe this source and their products to be reliable. There may be additional manufacturers of such products/materials. General Motors does not endorse, indicate any preference for, or assume any responsibility for the products or material from this firm or for any such items that may be available from other sources.

SERVICE PROCEDURE

1. Remove the steering wheel airbag. Refer to *Steering Wheel Airbag Replacement* in SI.



2. Inspect the steering wheel metal base plate.
 - If you see a RED or BLACK line under the airbag retention spring between the left and right branches of the main wire harness, the steering wheel has already been reworked. No further rework is required. Inspect the wiring and ensure there is no damage to wires and reposition the heated steering wheel wire harness as shown in UVD step #5. Reinstall the airbag module into the steering wheel.
 - If no black or red indicator is found, proceed to step 3.



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3. Disconnect the upper 10 way connector.



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- Measure both the left side and right side harness length from the white retaining clip (wire tie) to the center of the connector (where white wire enters). The wire length should be measured from a straightened wire. The measurement should be between 50 mm and 63 mm in length for both left and right side.
- If either side measures less than 50 mm or more than 63 mm, proceed to step 4. If both sides are within the target measurement, proceed to step 5.



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4. Cut the white wire tie that retains the incorrect length wire harness to the horn plate. It is not necessary to remove both clips for this step if one side has an acceptable length. Use care to not damage the harness.

Remove the wire tie retainer from the horn plate. Use care to ensure no plastic pieces of the retainer break off and drop into the steering wheel. If plastic debris falls into the steering wheel, it may cause a rattle condition.

5. Carefully inspect the wires for damaged (missing) insulation. This damage is caused by the wiring making hard contact with the sharp metal edge of the stamped steel horn plate.
 - 5.1 If only the insulation is damaged, apply two light coats of *Kent Industries Liquid Vinyl Tape, Part # 99491 or the equivalent, to the wire where the insulation is nicked or missing. Proceed to step 6.
 - 5.2 If the insulation and the conductor (wire) are damaged, replace the affected harness. After the harness has been replaced, continue with step 6.



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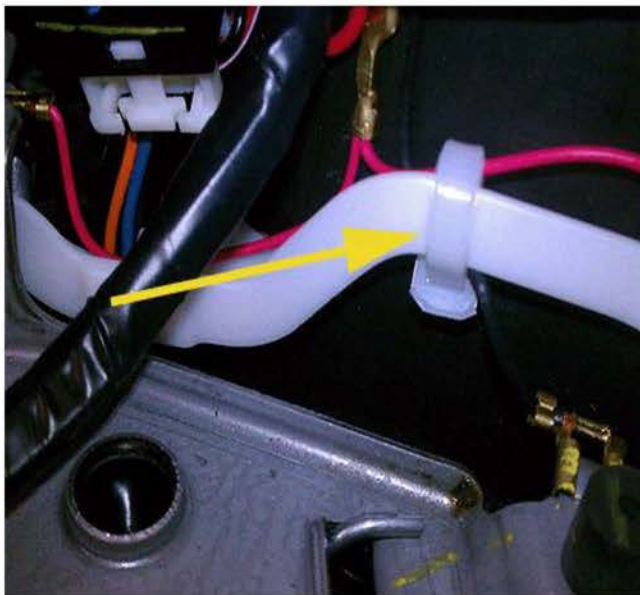
6. Install the three supplied (50 mm by 10 mm strip of clear tape) pieces of protective tape to the edges of the metal horn plate in the three locations shown. Roll the tape from the inside

edge of the horn plate over the outside edge making sure that the potentially sharp outside edge is covered by the tape. Ensure all of the sharp edges on the horn plate are covered with the protective tape where the harness may come in contact.



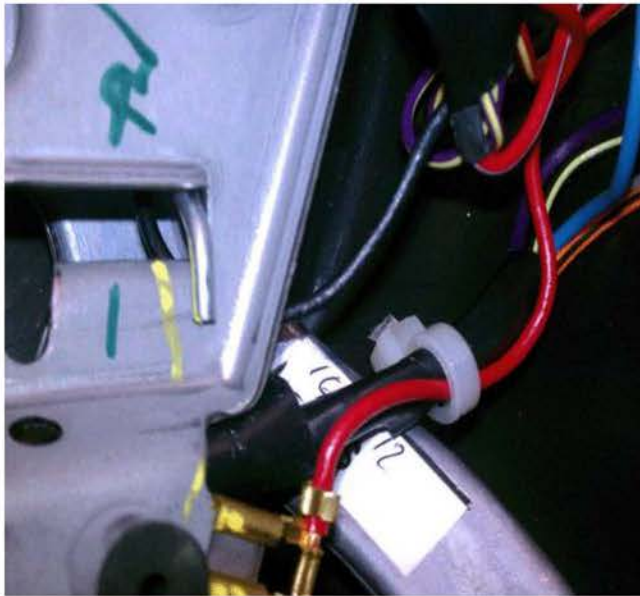
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7. If step 4 was performed, straighten the wire harness along the left/right hand side. Measure 60 mm from the bottom of the 10 way clock spring connector and attach a new white wire tie retaining clip. Clip the retainer into the horn plate. Ensure the wire tie is positioned with the connecting portion parallel to the horn plate above the wire harness to prevent contact with the airbag module. Repeat for the opposite side if necessary. Trim the excess length of the wire ties.
8. Secure the red horn power wire as follows:



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- 8.1 On vehicles equipped with a white plastic wire carrier, secure the red horn power wires to the white plastic wire carrier (located on the right side of the horn plate inside of the steering wheel) as shown. Ensure the wire tie is positioned with the connecting portion facing toward the front of the vehicle to prevent contact with the airbag module.



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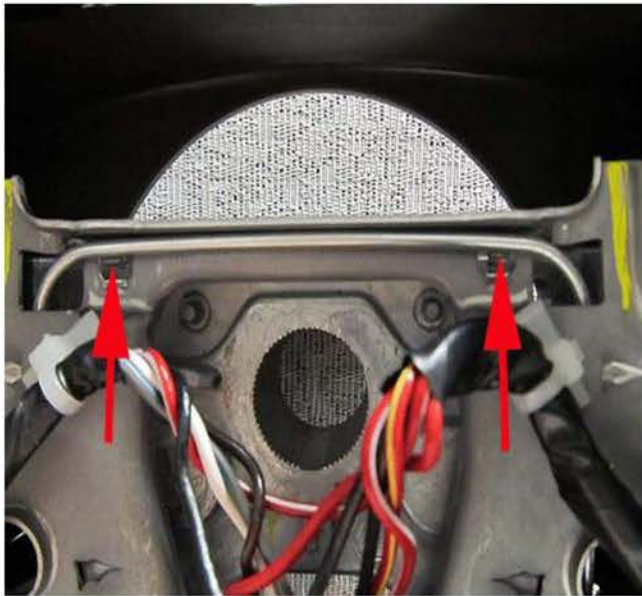
- 8.2 On vehicles not equipped with the wire carrier, secure the red horn power wires to the right side wire harness lower main branch as shown.



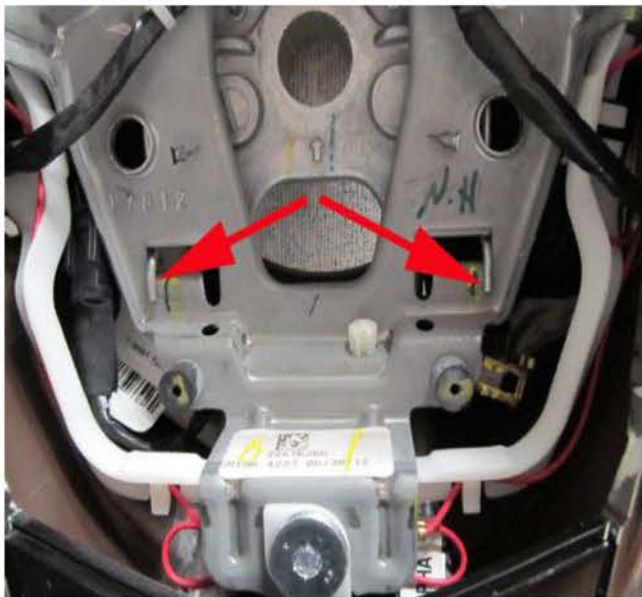
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Note: If the vehicle is equipped with a heated steering wheel (RPO UVD), stop at this point and see the "Additional Steps" listed below.

9. Draw a RED or BLACK line under the DAB retention spring between the left and right branches of the main wire harness to indicate that the updates have been performed.
Reconnect all electrical connectors.



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10. Inspect the air bag retention spring and ensure the top of the spring is in contact with the flange on the horn plate as shown. If not, reposition the spring using a small screwdriver.
Inspect the left and right spring ends to ensure they are in the correct position. Reposition if necessary.
11. Reinstall the steering wheel airbag. Refer to Steering Wheel Airbag Replacement in SI.

Additional Steps To Be Performed On Vehicles With RPO UVD- Heated Steering Wheel

Perform the following additional steps on vehicles equipped with RPO UVD to correct the battery rundown concern.

1. Perform above steps 1-8.



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2. Most steering wheels will have the heated steering wheel wiring harness attached to the horn plate with a clip. If the vehicle does not have this clip, proceed to step 3. Using side cutters, snip off and remove the white retaining clip that currently holds the heater connector to the horn plate. Leave the lower portion of the white retaining clip connected to the horn plate. This prevents any loose pieces of the white retaining clip from falling into the wheel and causing rattles while driving.



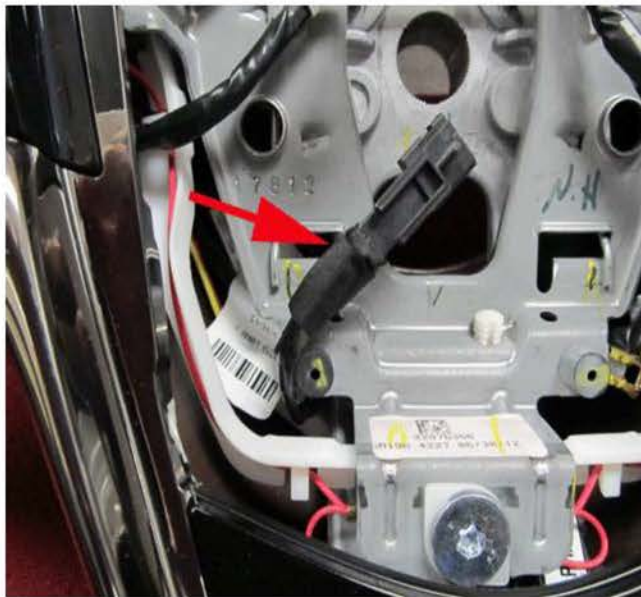
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3. Inspect the heated steering wheel wiring harness for damaged insulation. Repair any damaged wire insulation using the procedure outlined in step 5 above.
4. Wrap the heated steering wheel wiring harness with protective tape Such as *Kent Industries Part # 1089482 or the equivalent, as follows:



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4.1. On the clock spring side, wrap the brown and black wires as shown.



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4.2. On the steering wheel side, wrap the red and black wires as shown.



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5. Position the harness as shown.

Do not re-fasten the harness to the horn plate. Ensure the harness is clear of the airbag mounting attachment points (red pinch points).

6. Proceed with steps 9-11 above.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2730	Inspect Wiring – Already Reworked - No Further Action Req'd	0.3	N/A
	Add: Repair Wiring Insulation	0.1	*
V2731	Inspect Wiring, Install Kit, & Protective Tape	0.4	**
	Add: Repair Wiring Insulation	0.1	*
	Add: Replace Steering Wheel Wiring Harness	0.4	

* The amount identified in "Net Item" should represent the cost of the actual amount of Liquid Vinyl Tape used to perform the required repairs, not to exceed \$3.75 USD/CAD.

** If the vehicle is equipped with a heated steering wheel, submit the cost of the actual amount of abrasive tape used, not to exceed \$2.75 USD/CAD.

DEALER PROGRAM RESPONSIBILITY

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than December 31, 2013.

GM CUSTOMER CARE AND AFTERSALES
DCS2869
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 21, 2012
Subject: 12275 - Service Update Bulletin - Inventory Vehicles Only
Steering Wheel Doesn't Heat, Horn Continuous, Battery Drain
Models: 2013 Cadillac XTS
To: All Cadillac Dealers
Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager, and
Warranty Administrator

General Motors is announcing Service Update Bulletin 12275 today. The total number of U.S. vehicles involved is approximately 6,600. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated December 21, 2012. A list of involved VINs in dealer inventory is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES