



Service Bulletin

File in Section: -

Bulletin No.: PIC5911

Date: September, 2013

PRELIMINARY INFORMATION

Subject: Preventing HMI Module Damage Due To Programming With SD Card 23113171

Models: 2013 Cadillac ATS, SRX, XTS

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

Condition/Concern

When Service Bulletin Update 12257 was originally released, a copy of SD Card 23113171 had been supplied to dealerships and additional cards were also available through the Warranty Parts Center.

These SD cards were only meant to be used to program vehicles that had 12257 listed as open in Global Warranty and were not meant to program other vehicles.

We have encountered cases of HMI damage when the HMI module has been programmed with SD Card 23113171 and 12257 does not apply or has been closed already.

This is because the mapping software in these HMI modules is newer than the software on SD Card 23113171.

Recommendation/Instructions

According to our records, all vehicles have had service update 12257 completed and are closed in Global Warranty so we are asking you to discard any copies of SD Card 23113171 (WPC658) that you may have to prevent this concern from happening.

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.