



File in Section: -

Bulletin No.: PIC5804

Date: January, 2013

# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Pandora Tips For CUE (Cadillac User Experience)

**Models:** 2013 Cadillac ATS, SRX, XTS  
Equipped with CUE Infotainment System  
(U.S. Only, Pandora not available in Canada)

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

### Condition/Concern

Pandora inoperative or intermittent operation.

### Recommendation/Instructions

Please review the following information.

#### Pandora Tips

1. Verify Pandora is installed on the device
2. Make sure the device is bluetooth connected and paired to Cadillac CUE
3. Make sure stations have been created in Pandora on the device
4. Launch Pandora by selecting the Pandora Icon on the Intergrated Center Stack (ICS) and allow a few moments for the App to start on the device
5. Make sure the Bluetooth volume on the device is turned up or on. Pandora volume is controlled by the device since it is a Bluetooth application
6. Pandora is controlled by the devices connection and data signal. If the device has a poor data signal Pandora may not play
7. If Pandora is successfully working, the device should display "Accessory"
8. Apple devices must be connected via USB to the vehicle to launch Pandora. Customers can use the "Bluetooth" input under the media selection to stream audio but will not have full control of the device using the radio
9. Some Android phones require a setting in Pandora to allow Pandora to access automotive audio. Launch Pandora on the phone, in Pandora select setting in the upper right hand corner of the screen, select "advanced" and make sure "Bluetooth for Automotive" is checked and enabled
10. If all of the above tips have been verified, and the message "No Internet Connection" is displayed on the ICS screen, CUE is not picking up the devices internet connection. Ensure that the device has adequate battery life and a good data signal. Check to see if Pandora can be heard through the device itself. If Pandora is playing through the handset device, try repairing the device and/or switching to a different audio screen and coming back to Pandora
11. If Pandora is installed on a phone and a media device is also connected, such as an iPod that is hardwired to the vehicle, there may be confusion. If customer wishes to play Pandora through the phone, ensure that the Pandora on the media device is not running. The first device connected is the device that will launch Pandora. If the device currently playing Pandora is disconnected, the next connected device now becomes the "first" connected device and so on

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.