



# Service Bulletin

File in Section: -

Bulletin No.: PIC5820

Date: March, 2013

## PRELIMINARY INFORMATION

**Subject:** Various Concerns With Base Radio

**Models:** 2013 Cadillac ATS  
with Base Radio (RPO RAO) without Color Touch Screen (RPO UA3)

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

### Condition/Concern

Some customer may comment that they have one or more of the following concerns:

- Unable to adjust radio volume
- Radio doesn't retain previous station after an ignition cycle
- Displays 87.9 FM and clock 12:00 after an ignition cycle
- Display randomly locks up and HVAC displays only HI or LO when changing temperature (i.e. temperature changes but the display stays stuck on HI or LO)
- Loss of radio presets
- OnStar interface - Screen doesn't return to previous selection (i.e. radio) after an OnStar call is made

### Recommendation/Instructions

**Note:** Do NOT replace any parts for these issues.

Revised calibrations are now available to resolve these concerns. Reprogram the radio with the latest calibrations available in TIS2WEB.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
R0759	Radio Reprogram with SPS	Use Published Labor Operation Time

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.