



Service Bulletin

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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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