



Service Bulletin

PRELIMINARY INFORMATION

Subject: Cell Phone Contact Address Will Not Transfer To Radio

Models: 2013 Cadillac ATS, SRX, XTS
Equipped with Navigation Radio

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

Condition/Concern

Customers may comment that certain phone contact addresses will not transfer to the radio.

Recommendation/Instructions

Please check the following on the Customer's cell phone:

1. Check the contact country information in the cell phone contact list. The country should be listed as "United States". Please advise customers to change the country information for that contact in the cell phone to "United States" and reevaluate.
Note: This can occur when the customer imports their contacts to their phone using Microsoft Outlook. MS Outlook enters addresses as "United States of America."
2. Verify the contact address line in the cell phone contact list is all on one line. If separated on two lines please combine them to one line and reevaluate for concern.
3. Check the contact address for a street type such as Cove or Parkway. Remove the street type and reevaluate.

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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