



# Service Bulletin

## 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.

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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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