Bulletin No.: PI1036

Date: Aug-2013

Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tips for Adaptive Cruise Control Inoperative or Adaptive Cruise Control Temporarily Unavailable Message Displayed on DIC

Models: 2013-2014 Cadillac ATS, SRX

2014 Cadillac CTS Sedan

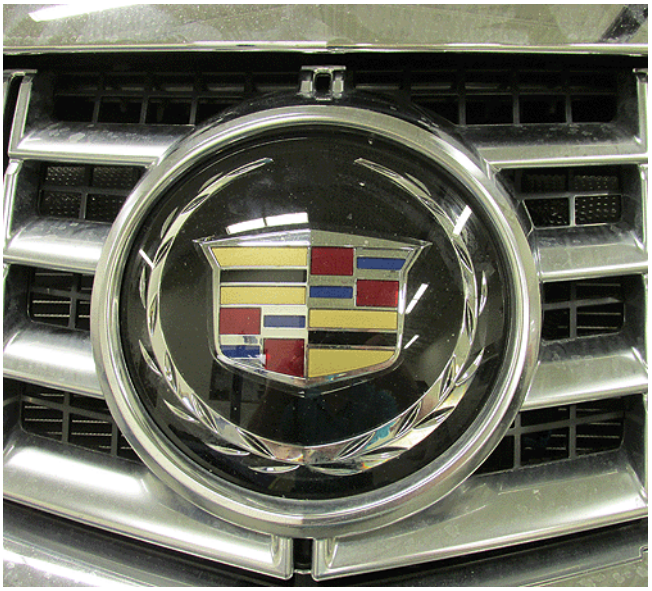
Equipped with Adaptive Cruise Control (RPO KSG)

Condition/Concern

Some customers may comment that the Adaptive Cruise Control Temporarily Unavailable message is displayed on the DIC.

This condition may be caused by the forward range radar module being blocked by the installation of an accessory or incorrect grille.

Recommendation/Instructions



Determine if the forward range radar module is blocked using the GDS2 or inspect for the installation of an accessory or incorrect grille. The picture above shows the correct grille (notice the area around the emblem) for vehicles equipped with adaptive cruise control. If it is determined that the forward range radar module is blocked due to the installation of an accessory grille or incorrect grille, the grille should be removed.

Warranty Information

If the root cause is determined to be the installation of an accessory or incorrect grille, a warranty claim should NOT be submitted against the repair, rather, this should be a customer pay item.

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