



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory Vehicles Only  
Automatic Radio Volume Increase and/or Radio Control Assembly Buttons  
Not Operating as Designed  
Expires January 31, 2014

**MODELS:** 2013 Cadillac ATS, SRX, XTS

**The service procedure in this bulletin has been revised to inform technicians that some radio control assemblies have a Ground Jumper “C” wire installed.**

**Please discard all copies of bulletin 13003.**

### PURPOSE

This bulletin provides a service procedure to inspect and, if necessary, install a ground wire and then run a diagnostic procedure to verify the integrity of the indium tin oxide (ITO) sensing of the radio control assembly on **certain** 2013 model year Cadillac ATS, SRX, and XTS vehicles. If the diagnostic procedure determines a concern with the ITO sensing, dealers are to replace the radio control assembly. Customers may comment that the radio volume increases to maximum level without input and the radio cannot be turned off. This condition may or may not occur on subsequent ignition cycles. Customers may also comment that the heated and/or ventilated seat operation may turn on without input, and/or the outside buttons on the radio control assembly may not work.

**This service procedure should be completed on involved vehicles currently in dealership inventory as soon as possible but no later than January 31, 2014, at which time this bulletin will expire.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin.

### PART INFORMATION

Jumper kits required to complete this service update are to be obtained from General Motors Customer Care and Aftersales (GMCC&A). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

**US/CN:** In the event that the radio control assembly requires replacement, they are to be obtained from your local GM Authorized Electronic Service Center. **Do not order parts from General Motors Customer Care and Aftersales (GMCC&A).**

**Export:** In the event that the radio control assembly requires replacement, they are to be obtained using normal ordering procedures.

Part Number	Description	Quantity/Vehicle
23143082	CONTROL, AM/FM STEREO RDO (GROUND C JUMPER KIT)	1

### SERVICE PROCEDURE



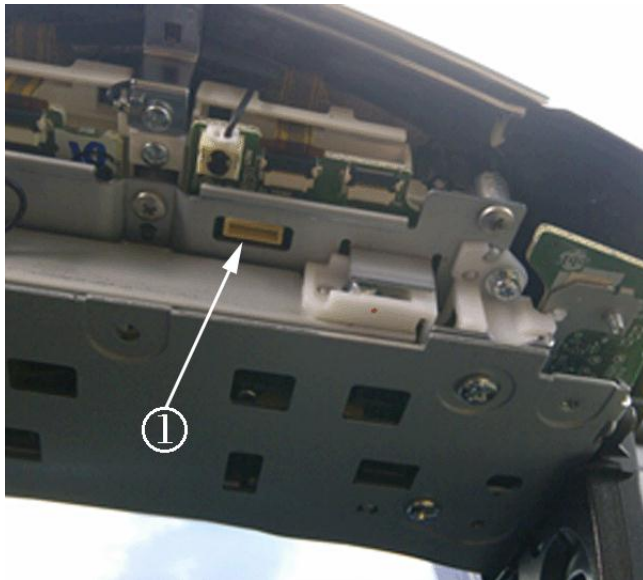
3269799

1. With the car running, open the radio control assembly bin door.
2. Leave the bin door open and turn off the vehicle.
3. Locate the instrument panel fuse block and remove the following fuse. Refer to the *Owner Manual* for fuse location information.
  - Cadillac ATS – Fuse 13, Cluster/HUD/ICS/Steering Wheel Controls
  - Cadillac XTS – Fuse 5, Infotainment and Center Stack Displays, Head-up Display, Instrument Cluster, Rear Seat Entertainment
  - Cadillac SRX – DISPLY fuse, Display



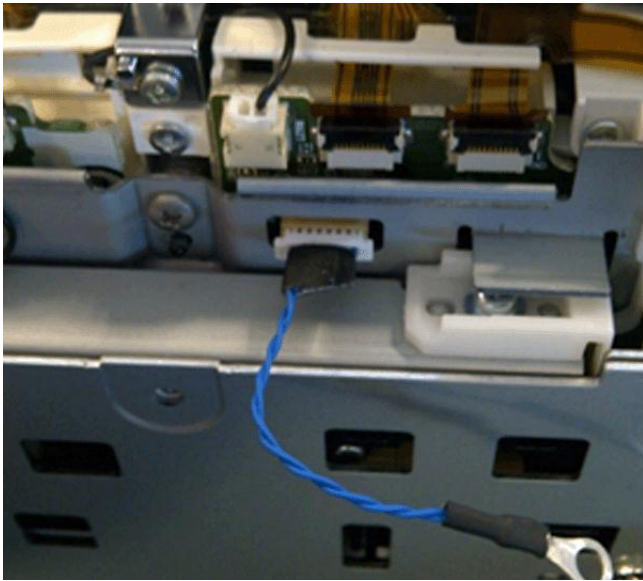
3269801

4. Remove and retain the 5 screws on the black cover on the back of the bin door. Remove and retain the cover.



3269804

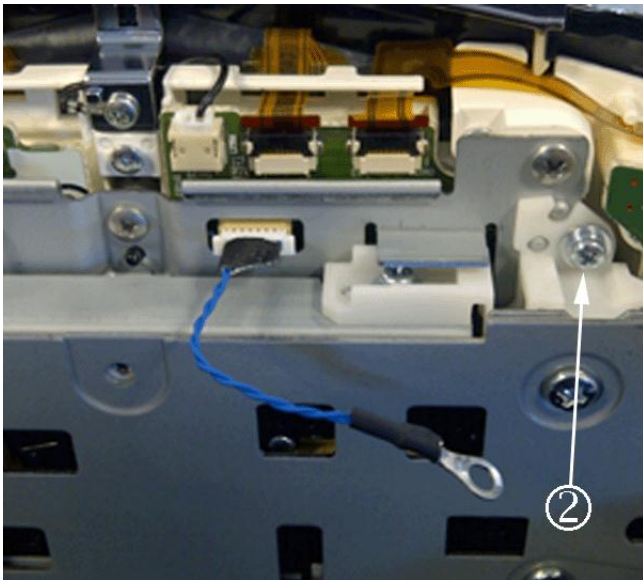
5. Locate the 7 pin connector header (1) inside the bin door as indicated.



3269805

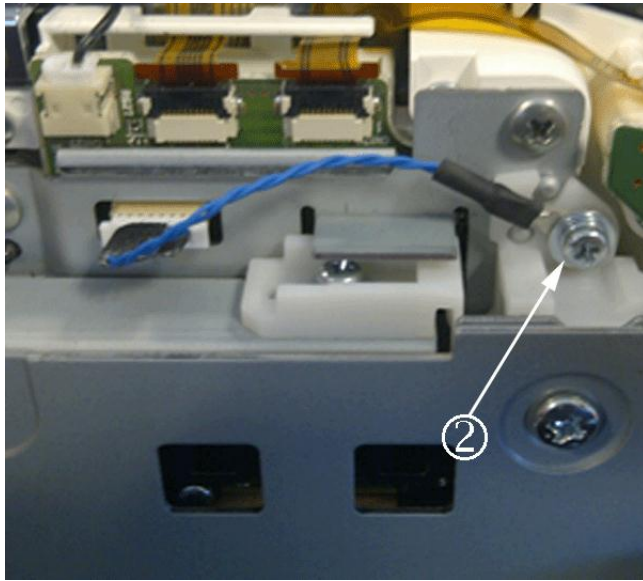
**Note:** Some radio control assemblies have the Ground Jumper “C” wire already installed. If the Ground Jumper “C” wire is installed, proceed to step 9. Perform steps 9-22.

6. Install Ground Jumper “C” wire. Refer to illustration. Ensure connector is carefully seated in a perpendicular fashion so pins do not bend.



3269808

7. Locate and remove the passenger side haptic spring screw (2). Discard screw.



3269814

8. Place the ring terminal under the flat washer of new screw. Install new screw w/ ring terminal in same hole (2). Ensure the wire and terminal is oriented as shown. Tighten screw to 0.5 Nm (5 lb-in).
9. Reposition the bin back cover and reinstall using the fasteners from Step 4. Torque to tightness but do not strip.
10. Reinstall the fuse removed in Step 3. Start the car and close the bin door.
11. Turn the engine off.

**Note:** Do not attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. When using a MDI for reprogramming, ensure that is updated with the latest software version. Use **TIS2WEB on or after 01/31/13** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided. For step-by-step programming instructions, please refer to SI and the Techline Information System (TIS) terminal.

12. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming.

**Note:** Keep the module lower panel bin door closed during the programming event and diagnostic trouble code (DTC) query in GDS2. Ensure the bin door is closed while performing steps 13-19. During the programming event, the illumination status of the module lower panel buttons may change while the diagnostic is running. It is normal to see the illumination status change while the diagnostic is running. Technicians should only use the output of the GDS2 DTC query to determine if the radio control assembly requires replacement.

13. Reprogram the Radio/HVAC Control Module. Refer to SI and Service Programming System (SPS) documentation for programming instructions.
  - 13.1 Connect the MDI to the vehicle.
  - 13.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.



13.3 Select *A20 Radio/HVAC Controls -- Programming* from the Supported Controllers screen.

13.4 Follow the on-screen instructions.

**Note:** Wait 2 minutes AFTER the programming event has been completed BEFORE clearing diagnostic trouble codes (DTCs).

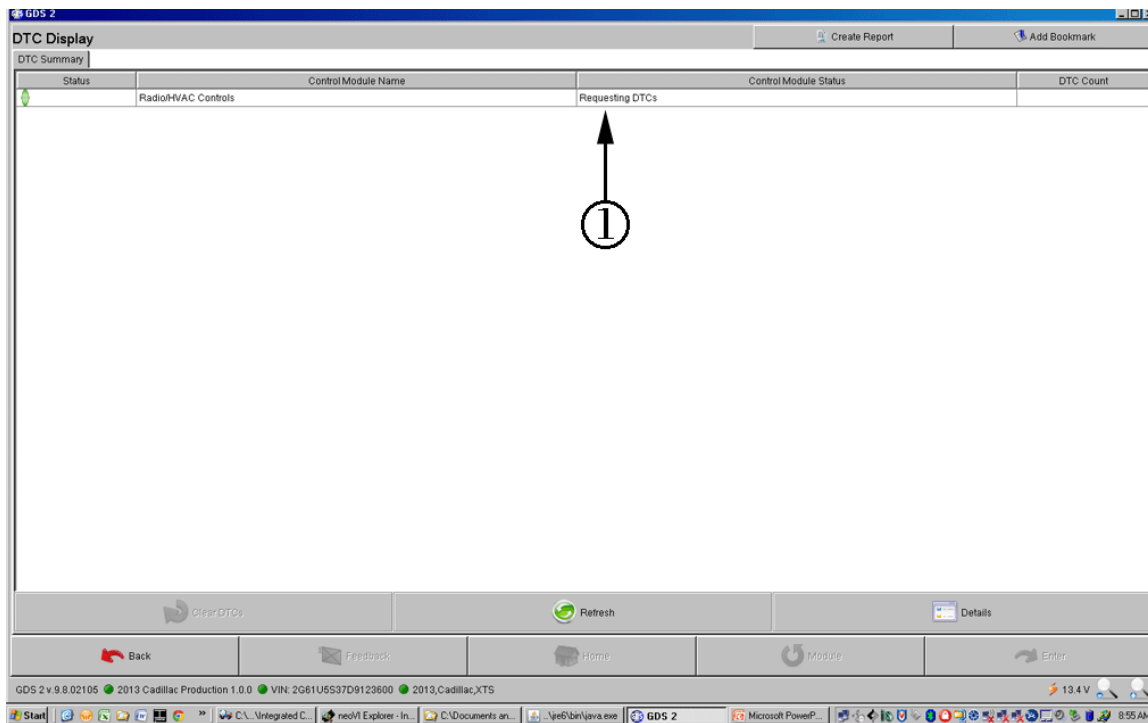
14. Clear all DTCs.

15. Start the vehicle and confirm that there are no messages on the driver information center display or any telltales illuminated.

16. Turn off the engine and put the ignition in the RUN position, engine off.

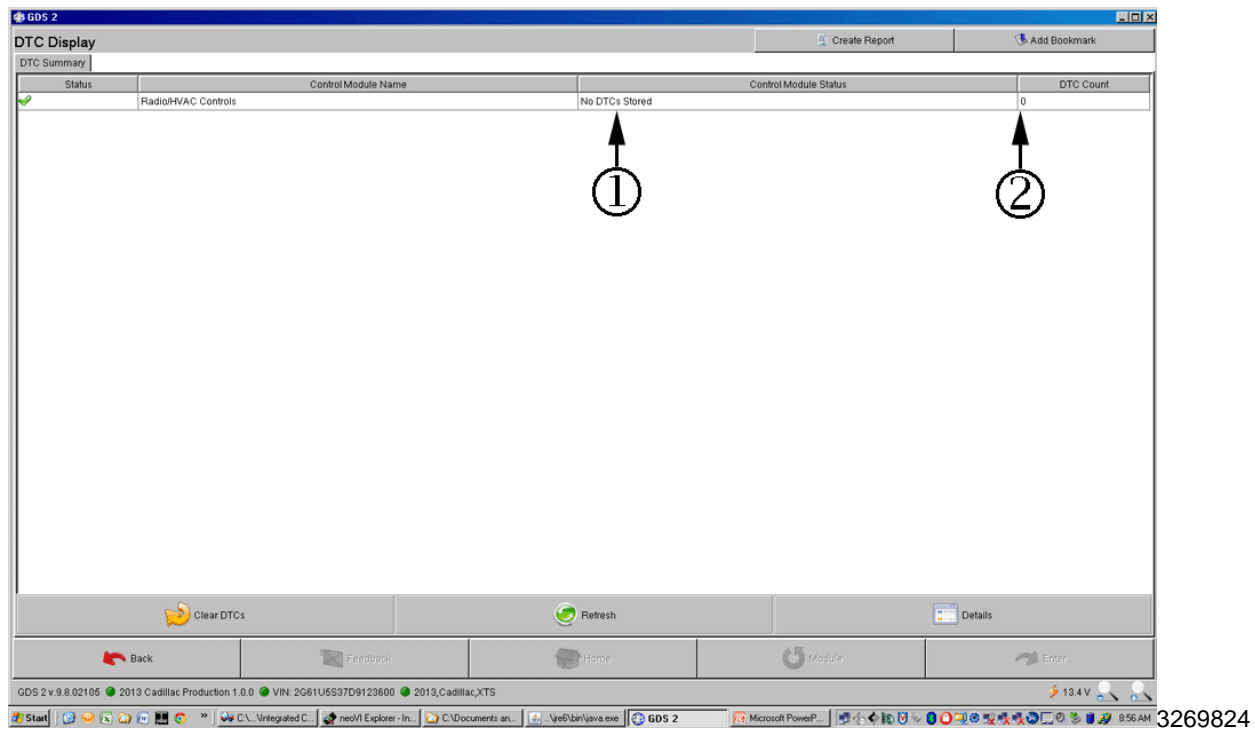
17. Using GDS2, navigate to the DTC Display screen. From GDS2: Diagnostics>Module Diagnostics>Radio/HVAC Controls>Diagnostic Trouble Codes (DTC)>DTC Display.

**Note:** Do NOT touch the button bank while the DTC Request is active to avoid a potential false reporting of ITO sensor failure.



3269820

18. The following screen will appear when you have reached the DTC Display screen. The DTC query is in process when you see the “Requesting DTCs” (1) Message.



3269824

**Note:** It may take up to one minute for the DTC query to finish.

19. Select enter and wait for the DTC query to finish. A “No DTCs Stored” (1) and “0 DTC count” (2) message will appear in the center and upper right hand corner of the screen if no DTCs are present. A DTC count 1 message will appear if a DTC is present.
  - If no DTCs have been set, proceed to step 20.
  - If DTC 101E.41 is set, reprogram the radio control assembly. Refer to Step 12.
  - If DTC 101D.3B is set, replace the radio control assembly. Refer to *Radio Control Assembly Replacement* in SI. **Proceed to step 20 after replacing the radio control assembly.**
20. Perform an outside air temperature (OAT) update in GDS2 by selecting Ambient Air Temperature Instant Update in the Control Functions menu for Instrument Cluster to verify the OAT is accurate.
21. Turn the ignition to the OFF position. Confirm the vehicle has entered sleep mode. Allow 20 seconds to elapse and ensure all lighting has turned off BEFORE turning the ignition to the RUN position, engine off.
22. Confirm radio control assembly operation by testing all radio control assembly lower panel buttons. Repeat steps 21 and 22 two times.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below.

<b>Labor Code</b>	<b>Description</b>	<b>Labor Time</b>	<b>Net Item</b>
V2754	Inspect & Install Ground Wire, if necessary (inc programming & DTC query)	0.7	N/A
V2755	Replace Radio Control Assembly ATS SRX, XTS	1.3* 1.8*	\$25.00**
V2756	Radio Control Assembly Replacement by Mobile Unit (for Canada use only)	0.2***	

\* The labor time shown includes 0.2 hours ESC administrative allowance.

\*\* Submit the \$25.00 ESC net item in administrative allowance field.

\*\*\* In the event that a mobile service is provided at the dealership, the R&R labour time and the \$25.00 net amount are NOT to be claimed; however, the 0.2 hour administrative allowance is claimed once per warranty repair/exchange.

**DEALER PROGRAM RESPONSIBILITY**

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than January 31, 2014.





GM CUSTOMER CARE AND AFTERSALES  
DCS2900  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 1, 2013  
Subject: 13003A - Service Update - Inventory Vehicles Only  
Automatic Radio Volume Increase and/or Radio Control Assembly Buttons  
Revised Service Procedure  
Models: 2013 Cadillac ATS, SRX, XTS  
To: All Cadillac Dealers  
Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director,  
Parts Manager, New Vehicle Sales Manager, and Warranty Administrator

The service procedure in this bulletin has been revised to inform technicians that some radio control assemblies have a Ground Jumper "C" wire installed. Please discard all copies of bulletin 13003.

END OF MESSAGE  
GM CUSTOMER CARE AND AFTERSALES