



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Customer Vehicles
Automatic Radio Volume Increase and/or Radio Control Assembly Buttons
Not Operating as Designed
Expires with Base Warranty

MODELS: 2013 Cadillac ATS, SRX, XTS

This service update includes customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to replace the radio control assembly on **certain** 2013 model year Cadillac ATS, SRX, and XTS vehicles. 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 as soon as possible on customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

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.

Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

US/CN: Radio control assemblies required to complete this service update 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: Radio control assemblies required to complete this service update are to be obtained using normal ordering procedures.

SERVICE PROCEDURE

1. Remove the radio control assembly. Refer to *Radio Control Assembly Replacement* in SI.
2. Install a new radio control assembly. Refer to *Radio Control Assembly Replacement* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time	Net Item
V2757	Radio Control Assembly Replacement (not for use with mobile unit) - ATS - SRX, XTS	0.6* 1.1*	\$25.00**
V2758	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 hr administrative allowance is claimed once per warranty repair/exchange.

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

GM CUSTOMER CARE AND AFTERSALES
DCS2913
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 22, 2013

Subject: 12265 – Service Update Bulletin
Automatic Radio Volume Increase and/or Radio Control Assembly
Buttons Not Operating as Designed

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

General Motors is announcing Service Update Bulletin 12265 today. The total number of U.S. vehicles involved is approximately 15,000. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The "Investigate Vehicle History" (IVH) screen will be updated February 26, 2013. A list of involved vehicles is attached to this message.

Service Update Bulletin (SUB) Information Link

The SUB Information Link in GlobalConnect will be updated in the near future.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES