



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
Front Seat Mounted Speaker Buzz  
Expires with Base Warranty

**MODELS:** 2013 Cadillac XTS  
Equipped with Front Seat Mounted Speakers (UQS)

**This service update includes vehicles in dealer inventory and 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 fasteners and the bezel for the front seat mounted speakers on **certain** 2013 model year Cadillac XTS that are equipped with front seat mounted speakers (UQS). The fasteners may lose clamp load and cause a buzz noise, especially when listening to stations with talk radio.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and 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.

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. 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

Parts 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.

Part Number	Description	Quantity/Vehicle
11547038	BOLT, F/SEAT H/RST SPKR	8
23124783	BRACKET, F/SEAT H/RST SPKR(CHROME) (LH)	2
23124785	BRACKET, F/SEAT H/RST SPKR(CHROME) (RH)	2

## SERVICE PROCEDURE

**Note:** Replace the speaker bezel and speaker screws on the driver and passenger seats following the service procedure below.

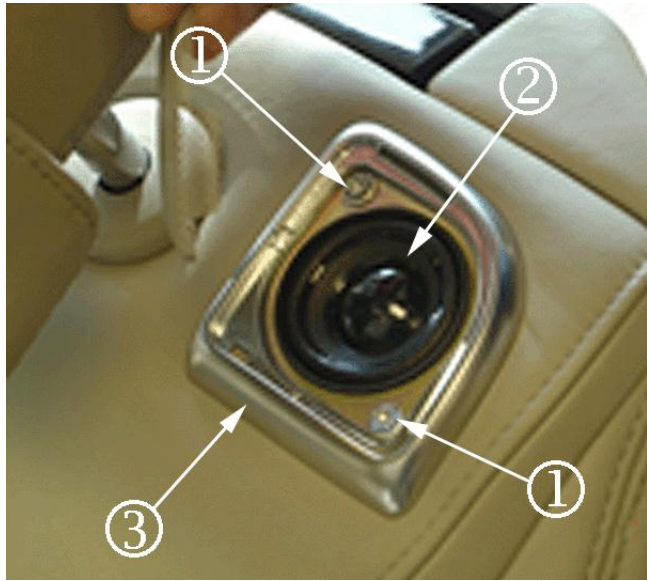


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1. Insert a pick into the speaker hole at the rear of the grille towards the center of the seat. Pry up the grille at the front then move towards the outboard side of the grille. Use a small prying object under the pick so not to damage the speaker bezel.
2. Remove the speaker attachment screws.

**Note:** Disconnect the speaker electrical connector.

3. Remove the speaker.
4. Remove the speaker bezel.



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5. Install the new speaker bezel (3).

**Note:** Connect the speaker electrical connector.

6. Install the speaker (2).

7. Install the new speaker attachment screws (1). **Tighten screws to 1.1 N-m (9.7 lb in).**

8. Install the speaker grilles.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2774	Replace Driver and Passenger Seat Speaker Screws & Bezels	0.4

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  
DCS2922  
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 22, 2013

Subject: 13004 – Service Update Bulletin  
Front Seat Mounted Speaker Buzz

Models: 2013 Cadillac XTS Equipped with Front Seat Mounted Speakers (UQS)

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 13004 today. The total number of U.S. vehicles involved is approximately 10,000. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The “Investigate Vehicle History” (IVH) screen will be updated February 27, 2013. A list of involved VINs is attached to this message.

**Service Update Bulletin (SUB) Information Link**

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

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES