



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for HVAC System Performance
Expires with Base Warranty

MODELS: 2013 Cadillac ATS (Inventory and Customer Vehicles)
2013 Cadillac XTS (Inventory Vehicles Only)

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 reprogram the HVAC system control module on **certain** 2013 model year Cadillac ATS and XTS vehicles to address multiple HVAC system performance issues.

The service procedure provided in this bulletin should be completed as soon as possible on involved ATS and XTS vehicles currently in dealer inventory. It should also be completed on involved ATS 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. Involved ATS 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

No parts are required.

SERVICE PROCEDURE

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 an MDI for reprogramming, ensure that it is updated with the latest software version. Use **TIS2WEB** on or after **6/28/13** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

1. 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.
2. Reprogram the HVAC Control Module. Refer to SI and Service Programming System (SPS) documentation for programming instructions, if required.
 - 2.1 Connect the MDI to the vehicle.
 - 2.2 Select *J2534 MDI and Reprogram ECU* from the SPS Select Diagnostic Tool and Programming Process screen.
 - 2.3 Select *K33 HVAC Control Module -- Programming* from the SPS Supported Controllers screen.
 - 2.4 Follow the on-screen instructions.
3. Select the “Clear All DTCs” function on the SPS screen at the end of programming.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100082	Reprogram HVAC System Control Module	0.3

DEALER PROGRAM RESPONSIBILITY

Whenever an ATS 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. Dealers must take the steps necessary to ensure that the service update correction has been made to all involved XTS vehicles in dealer inventory before selling or dealer-trading the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS2995
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 28, 2013

Subject: 13198 – Service Update Bulletin
HVAC System Performance

Models: 2013 Cadillac ATS (Inventory and Customer Vehicles)
2013 Cadillac XTS (Inventory Vehicles Only)

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 13198 today. The total number of U.S. vehicles involved is approximately 47,000. Please see the attached bulletin for details.

The service procedure provided in this bulletin should be completed as soon as possible on involved ATS and XTS vehicles currently in dealer inventory. It should also be completed on involved ATS customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

Global Warranty Management (GWM)

The Investigate Vehicle History screen in GWM will be updated June 29, 2013. A list of involved vehicles in dealer inventory 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