



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Radio Favorites Disappear, HD Audio Concerns

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

### Condition/Concern

Some customers may comment that the radio favorites disappear, HD radio audio cutting in and out and/or a loss of HD audio.

### Recommendation/Instructions

An updated software calibration has been released to address these conditions.

Update the radio using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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