



# 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**

**The labor time for the Cadillac SRX and XTS has been revised. Please discard all copies of bulletin 12265.**

**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* 1.2*	\$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.

