



# Service Bulletin

File in Section: -

Bulletin No.: PIC5714A

Date: May, 2013

## PRELIMINARY INFORMATION

**Subject:** Steering Wheel Control Next Or Previous Favorite Switch Operation

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

**This PI was superseded to update model list. Please discard PIC5714.**

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

Customers may comment the steering wheel Seek Up or Seek Down switches are inoperative or not working correctly.

**Note:** Switches are on the right side of the steering wheel and labeled with a triangle and line above or below.

### Recommendation/Instructions

Description of steering wheel control Next or Previous favorite switch operation:

⇒ Press to go to the next or previous favorite when listening to the radio.

⇒ Press to go to the next or previous track when listening to a media source.

**Note:** The Seek Up or Seek Down switches on the steering wheel controls are NOT meant to function as conventional SEEK up and down switches for radio stations. Rather, these switches are to be used to go to the next radio preset / favorite station.

**Note:** These switches will NOT function for favorite operation until presets are saved to the radio.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.