



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Instrument Panel DIC Settings Do Not Retain Memory After Ignition Cycle

**Models:** 2013 - 2014 Cadillac CTS Sedan, ATS, SRX, XTS  
With Uplevel Or Base IPC (RPO UDV or UDD)

*This PI was superseded to update Recommendation/Instructions. Please discard PIC5945A.*

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

### Condition/Concern

A customer may comment their Driver Information Center (DIC) pages do not retain settings after an ignition cycle. Example. The customer may have selected the audio screen to be displayed on the DIC. After an ignition cycle the DIC now displays compass.

This is a software anomaly and is addressed with a new USB software release.

### Recommendation/Instructions

**Important:** For 2014 MY vehicles, please review the latest version of PI1212 (Improper and Incomplete Instrument Cluster Programming) before programming the IPC.

For 2014 MY vehicles listed above, please program the IPC with the latest software available using SPS programming in TIS2WEB.

For 2013 MY vehicles listed above, GM Engineering is aware of the issue and is working towards a resolution.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810195	Instrument Cluster Reprogramming with SPS	Use Published Labor Operation Time

### Customer Information

Please advise Customers with 2013 MY vehicles that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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.

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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