



Service Bulletin

PRELIMINARY INFORMATION

Subject: Haptic Feedback Timing Not Matching Button Press

Models: 2013 Cadillac ATS, SRX, XTS
Including all RPO's except ATS RAO - UA3

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

Condition/Concern

Customers may comment about a delay in haptic feedback when using touch buttons (below the touch screen) for radio or HVAC operation.

Recommendation/Instructions

New ICS (Radio/HVAC control) calibrations have been released, please update the ICS using TIS2WEB.

Labor Operation	Description	Labor Time
2810325	Radio Control Reprogramming with SPS	"Use Published Labor Operation Time"

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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