



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This PI was superseded to update Recommendation/Instructions.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: Please review the latest version of PI1212 (Improper and Incomplete Instrument Cluster Programming) before programming the IPC.

For 2013 and 2014 MY vehicles listed above, please program the IPC with the latest software available using USB and SPS programming in TIS2WEB. Reference the Instrument Cluster Programming and Setup section of SI.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810195	Instrument Cluster 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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