



Service Bulletin

PRELIMINARY INFORMATION

Subject: MP3 Song Files Continue to Fast Forward Even After Releasing Steering Wheel Control Seek Button

Models: 2013 Cadillac XTS, ATS, SRX

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

Condition/Concern

Some customers may comment that when streaming MP3 song files through a Bluetooth paired phone the song advances to next selection when the seek up button on right hand steering wheel control is pressed but when the seek button is held down for fast forward and then released, the music will continue to fast forward.

Recommendation/Instructions

If this concern occurs, please do not replace any parts for this concern as engineering is currently working on a solution. In the meantime, normal radio operation can be restored again by turning the ignition off and turning it back on again.

Customer Information

Please communicate to the customer 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. In the meantime, normal radio operation can be restored again by turning the ignition off and turning it back on again.

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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