



Service Bulletin

File in Section: -

Bulletin No.: P11291

Date: August, 2014

PRELIMINARY INFORMATION

Subject: Poor Defog Operation When in Auto Defog Mode

Models: 2014 Cadillac SRX

Condition/Concern

Some customers may comment on poor defog operation when in "Auto Defog" mode.

This condition may be caused by a software anomaly within the BCM where incorrect humidity level information is being communicated to the ECC.

The manual activation of defog continues to work as designed.

Recommendation/Instructions

Important: To obtain this calibration, Techline must be contacted for a VCI number.

An updated software calibration has been released to address this concern. Technicians should reprogram the body control module (BCM) using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the Body Control Module Programming and Setup procedure in SI.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2810215	Body Control Module Reprogramming with SPS	Use Published Labor Operation Time