



# Service Bulletin

File in Section: -

Bulletin No.: PI1163

Date: February, 2014

## PRELIMINARY INFORMATION

**Subject:** Steering Wheel Radio Controls Erratic Operation

**Models:** 2013 Cadillac ATS, SRX, XTS

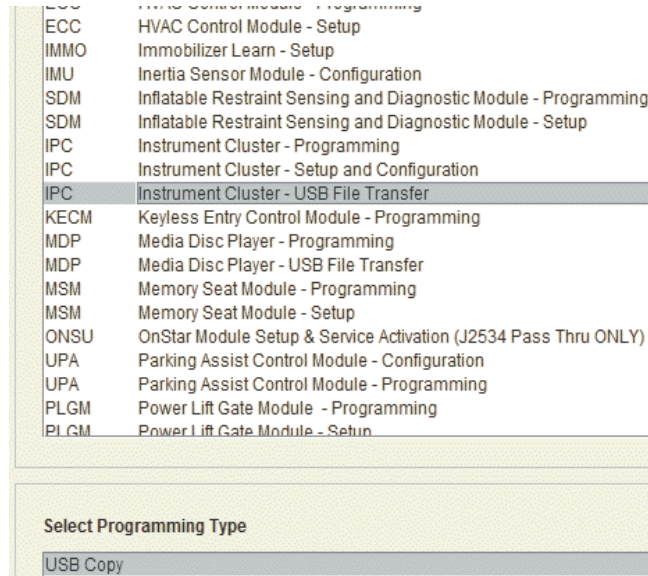
### Condition/Concern

Some customers may comment that when changing radio presets up on the steering wheel controls, then adjusting the volume down/up, then proceeding to change the radio presets up, the next preset actually goes down. This only occurs when making a volume change in between changing radio presets.

This may be caused by a software anomaly.

### Recommendation/Instructions

An updated software calibration has been released to address the above conditions.



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Update the IPC using a **USB FLASH DRIVE** and the Service Programming System (SPS) with the files available on TIS2WEB. Refer to the SPS procedures in SI.

**Important:** This procedure is a USB flash drive programming event. This **IS NOT** a **standard** TIS2WEB programming event. This procedure requires a USB 2.0 flash drive. The minimum USB flash drive capacity requirement is 4 GB. The software downloaded to the USB flash drive can be used to update all vehicles involved in this bulletin.

Any existing data on the USB flash drive will be erased during the TIS2WEB-to-USB flash drive download process. To ensure important data **IS NOT** deleted from the USB flash drive, transfer the data from the USB flash drive onto another approved data storage device **BEFORE** attempting to download software from TIS2WEB.

Once the software is downloaded to the USB, **DO NOT** add any data to the storage device.

ECC	HVAC Control Module - Setup
IMMO	Immobilizer Learn - Setup
IMU	Inertia Sensor Module - Configuration
SDM	Inflatable Restraint Sensing and Diagnostic Module - Programming
SDM	Inflatable Restraint Sensing and Diagnostic Module - Setup
IPC	Instrument Cluster - Programming
IPC	Instrument Cluster - Setup and Configuration
IPC	Instrument Cluster - USB File Transfer
KECM	Keyless Entry Control Module - Programming
MDP	Media Disc Player - Programming
MDP	Media Disc Player - USB File Transfer
MSM	Memory Seat Module - Programming
MSM	Memory Seat Module - Setup
ONSU	OnStar Module Setup & Service Activation (J2534 Pass Thru ONLY)
UPA	Parking Assist Control Module - Configuration
UPA	Parking Assist Control Module - Programming
PLGM	Power Lift Gate Module - Programming
PLGM	Power Lift Gate Module - Setup

Select Programming Type

Normal

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ECC	HVAC Control Module - Programming
ECC	HVAC Control Module - Setup
IMMO	Immobilizer Learn - Setup
IMU	Inertia Sensor Module - Configuration
SDM	Inflatable Restraint Sensing and Diagnostic Module - Programming
SDM	Inflatable Restraint Sensing and Diagnostic Module - Setup
IPC	Instrument Cluster - Programming
IPC	Instrument Cluster - Setup and Configuration
IPC	Instrument Cluster - USB File Transfer
KECM	Keyless Entry Control Module - Programming
MDP	Media Disc Player - Programming
MDP	Media Disc Player - USB File Transfer
MSM	Memory Seat Module - Programming
MSM	Memory Seat Module - Setup
ONSU	OnStar Module Setup & Service Activation (J2534 Pass Thru ONLY)
UPA	Parking Assist Control Module - Configuration

Select Programming Type

Normal

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After USB programming has been completed, reprogram the IPC, this time using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in 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