

GM CUSTOMER CARE AND AFTERSALES
DCS3628
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 17, 2015

Subject: 14687 – Service Update Bulletin
Instrument Cluster Intermittent Operation and Reset
Stop Performing Service Update Procedure on 2013 Cadillac ATS
Model Vehicles Equipped with Base Radio (RPO RAO without UA3)
Only

Models: 2013 Cadillac ATS, SRX, XTS

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager and Warranty Administrator

General Motors has determined that 2013 Cadillac ATS model vehicles equipped with base radio (RPO RAO without UA3) only are not programming successfully. Until further notice, please stop performing the procedure contained in Service Update bulletin 14687 on these vehicles.

Dealers may continue to perform this service update on 2013 Cadillac SRX and XTS model vehicles and ATS model vehicles equipped with CUE radios (RPO RAO with UA3).

END OF MESSAGE
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