



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Informational - Comfort Open or Remote Venting Window Feature

**Models:** 2013 - 2014 Cadillac XTS  
2014 CTS Sedan (VIN A)

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

### Condition/Concern

Some customers may comment that the windows rolled down unwanted after using the key fob or they found all windows were down when returning to their vehicle.

### Recommendation/Instructions

The vehicle may be equipped with comfort open or remote venting window feature.

Normal Operation of this feature:

As you approach the vehicle, press and hold the Unlock button on the Remote Keyless Entry (RKE) transmitter long enough for the windows to start lowering to the full open position.

Pressing the Unlock button again will cause the window movement to stop

This feature can be turned off if requested by the customer. This should ONLY be done if the customer requests the feature be turned off.

CTS (VIN A) - Contact Techline to obtain a VCI number to disable this feature.

XTS - Reprogram the Body Control Module (BCM). User selectable option to disable this feature is found in the "Locking" section.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810215	Body Control Module 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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