



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Service Column Lock Message Displayed - History DTC B2897 SYM05

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

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 Service Column Lock message is displayed. During diagnostics it may be found that B2897 SYM05 is set as a history DTC.

### Recommendation/Instructions

There are currently three 'Normal Operation' scenarios in which this code may set:

1. Power mode is OFF, OPEN the Driver Door, then press the Ignition Switch within 100ms (power mode changes to ACC or RUN)
2. Power mode is ACC or RUN, the Driver Door is OPEN, then change power mode to OFF, and close the Driver Door within 300ms
3. Power mode is OFF, then OPEN and CLOSE the Driver Door quickly...in less than 300ms

**Note:** If these scenarios are ruled out as a possible cause or if the DTC is setting current, follow normal SI diagnostics.

### Customer Information

For vehicles in which this condition pertains to a Normal Operation scenario, 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.

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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