



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Pandora Tips For CUE (Cadillac User Experience)

**Models:** 2013-2015 Cadillac ATS, SRX, XTS  
2014-2015 Cadillac CTS, ELR  
2015 Cadillac Escalade  
Equipped with CUE Infotainment System  
(U.S. Only, Pandora not available in Canada)

*This PI was superseded to update Models and Model Years. Please discard PIC5804.*

### Condition/Concern

Some customers may comment on their Pandora being inoperative or experiencing intermittent operation.

### Recommendation/Instructions

If this concern is encountered, please review the following information:

#### Pandora Tips

1. Verify Pandora is installed on the device.
2. Make sure the device is bluetooth connected and paired to Cadillac CUE.
3. Make sure stations have been created in Pandora on the device.
4. Launch Pandora by selecting the Pandora Icon on the Integrated Center Stack (ICS) and allow a few moments for the App to start on the device.
5. Make sure the Bluetooth volume on the device is turned up or on. Pandora volume is controlled by the device since it is a Bluetooth application.
6. Pandora is controlled by the devices connection and data signal. If the device has a poor data signal Pandora may not play.
7. If Pandora is successfully working, the device should display "Accessory".
8. Apple devices must be connected via USB to the vehicle to launch Pandora. Customers can use the "Bluetooth" input under the media selection to stream audio but will not have full control of the device using the radio
9. Some Android phones require a setting in Pandora to allow Pandora to access automotive audio. Launch Pandora on the phone, in Pandora select settings in the upper right hand corner of the screen, select "advanced" and make sure "Bluetooth for Automotive" is checked and enabled.
10. If all of the above tips have been verified, and the message "No Internet Connection" is displayed on the ICS screen, CUE is not picking up the devices internet connection. Ensure that the device has adequate battery life and a good data signal. Check to see if Pandora can be heard through the device itself. If Pandora is playing through the handset device, try repairing the device and/or switching to a different audio screen and coming back to Pandora
11. If Pandora is installed on a phone and a media device is also connected, such as an iPod that is hardwired to the vehicle, there may be confusion. If customer wishes to play Pandora through the phone, ensure that the Pandora on the media device is not running. The first device connected is the device that will launch Pandora. If the device currently playing Pandora is disconnected, the next connected device now becomes the "first" connected device and so on.

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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