



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Or No Audio With DTC U0186 or B1325 sym03

Models: 2013-2015 Cadillac ATS Sedan
2015 Cadillac ATS Coupe
2014-2015 Cadillac CTS Sedan (VIN A)

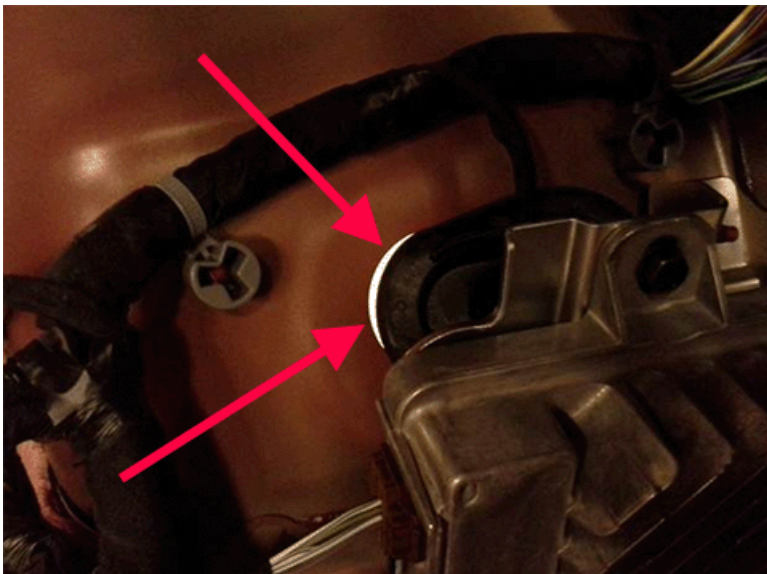
Condition/Concern

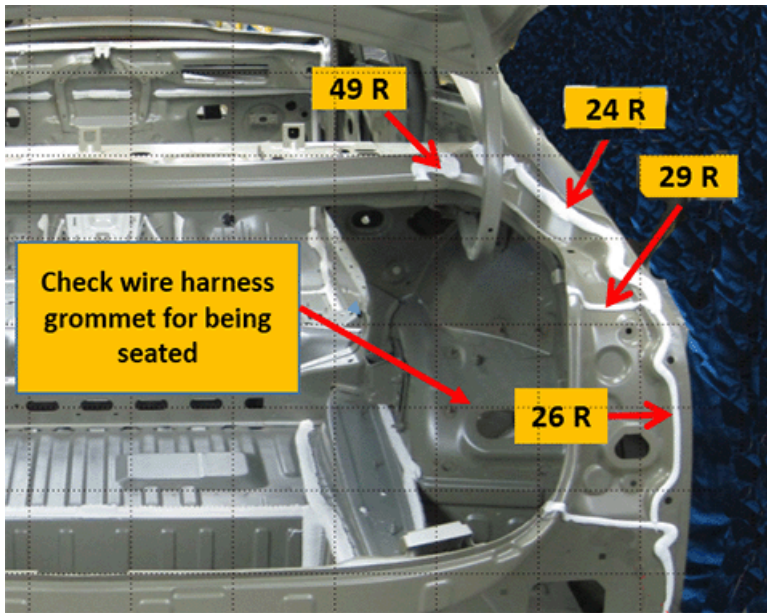
Some customers may comment that they have intermittent or no audio. When checking for DTC's, technicians may find B1325 sym03 in the amplifier or no communication with the amplifier and a U0186 set in other modules.

Recommendation/Instructions

If this is encountered, inspect the trunk area for water intrusion. Amplifiers that have been returned to the WPC (Warranty Parts Center) have evidence of water intrusion causing the amplifier to fail. Water has been known to travel down the harness entering the amplifier through the connector. Repair the area of water intrusion prior to replacing the amplifier to correct this concern. Refer to the diagnostic tips and pictures below

- Visually inspect the trunk opening to deck lid seal. Ensure the seal is not pinched, crimped, or rolled. Water test the deck lid to check the seal integrity. Repair/replace the deck lid seal as needed.
- Remove the Trunk liner and trim. Inspect the wire harness that enters at the right wheelhouse in front of the amplifier. Ensure the grommet is properly installed as water may wick into the harness of the amplifier. Water test the wire harness grommet at the wheelhouse.
- Water test the body seams 24R and 49R (see attached picture) starting at the tail lamps working your way up to the back glass. If water intrusion appears to be in one of the body seams apply soap/water mixture to the seam and apply low pressure shop air (20 PSI or less to avoid damaging the seal) and look for signs of air leakage/bubbles. Repair the body seam as required.
- Water test the rear glass





Warranty Information

The root cause of the water leak described above may vary. As a result, the warranty labor operation used to process the claim should be based on the repairs required to correct the water leak if the vehicle is being repaired under warranty. Additionally, well-documented straight time should be used to cover the labor time necessary to replace the amplifier if water intrusion is present.

Additional SI Keywords

U0028, U0029, IO3, IO5, IO6, speaker,

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION