



# Service Bulletin

File in Section: -

Bulletin No.: PIE0345

Date: August, 2015

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Haptic Signal Motor Inoperative During Lane Departure

**Models:** 2013-2015 Cadillac SRX  
Equipped with Lane Active Safety Departure Warning (RPO UFL)

**Attention:** Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins. This PI also applies to any of the above models that may be Export vehicles.

### Condition

**Important:** If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on an inoperative haptic signal motor vibration and/or audio beep at lane departure.

### Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

### Instructions

If you encounter a vehicle with the above concern, follow the procedure below and contact one of the engineers listed.

**Important:** Prior to calling one of the engineers, be sure to have a volt meter accessible.

**Important:** Do NOT disconnect or attempt to repair haptic signal motors until advised by one of the engineers listed below.

1. Drive the vehicle to confirm that the haptic signal motor does not work as intended.

**Note:** Be sure to monitor the lane departure symbol if it flashes amber/red at lane departures.

2. Switch option of haptic signal motor from either vibration to audio beep and repeat step one.
3. Check to see if Service Drive Assist message is displayed on cluster and if any DTCs are set.
4. Test the park assist to verify if haptic signal motor is operative on both sides of the seat.
5. Use an MDI to activate the haptic signal motors.

### Contact Information

Engineer Name	Phone Number
Ali Elhadi	586-596-4624
Alexander N. Ballios	586-879-4625

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

## Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
7080238*	Engineering Information – Haptic Signal Motor Inoperative During Lane Departure Test and Engineer Call	0.7 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		