



Service Bulletin

File in Section: -

Bulletin No.: P11487A

Date: August, 2015

PRELIMINARY INFORMATION

Subject: IPC Gauges Sweep, Loss of Power Steering Assist, Intermittent No Crank, Reduced Engine Power and Multiple U-Codes

Models: 2013-2015 Cadillac XTS, XTS Professional
2014-2015 Chevrolet Impala (VIN 1)
Built Prior to March 26, 2015

Attention: This PI also applies to any of the above models that may be Export vehicles.

This PI has been revised to include the 2013-2015 Cadillac XTS and XTS Professional.
Please discard PI1487.

Condition/Concern

Some customers may comment on one or more of the following symptoms:

- Instrument cluster gauges sweep.
- Intermittent no crank.
- Loss of power steering assist with a "SERVICE POWER STEERING" warning message.
- Reduced engine power with a "REDUCED ENGINE POWER" warning message.

Technicians may also find multiple u-codes within the vehicle.

These symptoms may be caused by the right rear seat back bolster bracket contacting the body harness. The bracket may have rubbed passed the anti-abrasion tape and wiring insulation causing a short to ground.

Recommendation/Instructions

If these symptoms exists, removal of the right rear seat back bolster should be performed to inspect the body harness. If there is evidence that the bolster bracket has rubbed through, contacting electrical wiring, repair of the wire or wires is necessary. Also, rewinding of the body harness, re-angling the bolster's bracket and installation of protective conduit will be necessary.

Follow the instructions listed below:

Warning: *This vehicle is equipped with a Supplemental Inflatable Restraint (SIR) System. Failure to follow the correct procedure could cause the following conditions:*

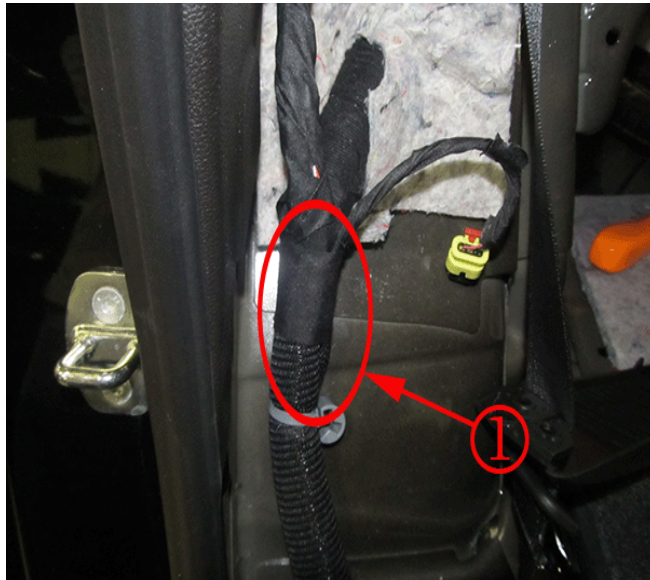
- Air bag deployment.
- Personal injury.
- Unnecessary SIR system repair.

In order to avoid the above conditions, observe the following guidelines:

- Refer to Master Electrical Components List in order to determine if you are performing service on or near the SIR components or the SIR wiring.
- If you are performing service on or near the SIR components or the SIR wiring, disable the SIR system. Refer to Disabling the SIR System.

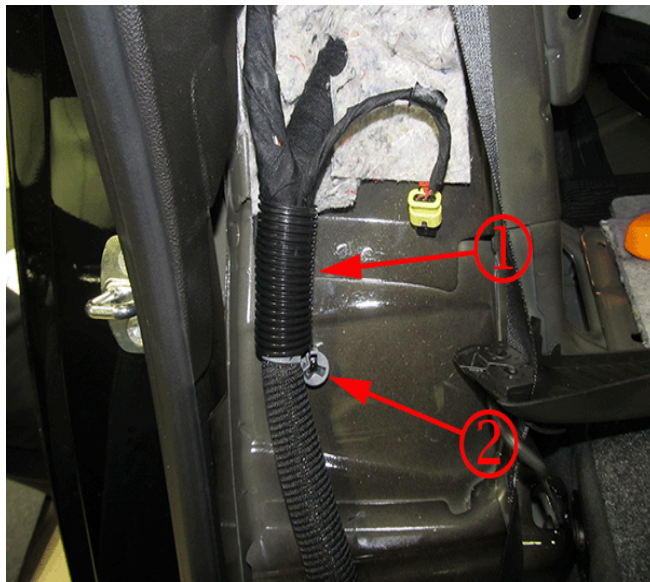
Body Harness Repair:

1. Disable the SIR system. Refer to the SIR Disabling and Enabling in SI.
2. Remove the right rear seat back bolster. Refer to the Rear Seat Back Bolster Replacement in SI.



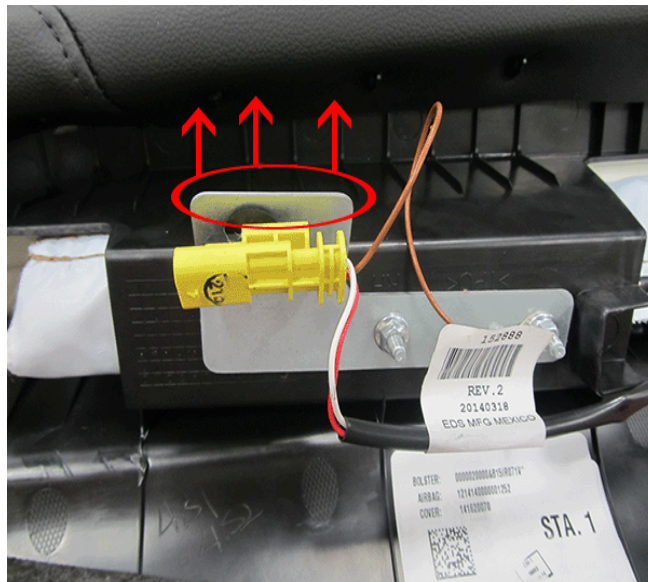
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3. Inspect the body harness (1) at this section above for any evidence of affected wiring.
4. If no evidence of bracket interference, continue diagnosis. Refer to the appropriate Service Information.
5. Repair the wire or wires as necessary. Refer to the Wiring Repairs in SI.
6. Rewrap that section of the body harness with woven polyester electrical tape (PET) or equivalent anti-abrasion tape or electrical tape.



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7. Install a 76 mm (3 in) in length protective conduit (1), P/N 12076298, above the harness retainer (2) as illustrated above.



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8. Re-angle the bracket to ensure the bracket will not make contact to the body harness.
 9. Reinstall the right rear seat back bolster. Refer to the Rear Seat Back Bolster Replacement in SI.
- Note:** Inspect the high retention retainer and replace retainer as required if damage occurs during removal.
10. Enable the SIR system. Refer to the SIR Disabling and Enabling in SI.

Parts Information

Part Number	Description	Qty
12076298	CONDUIT	1

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2680248*	Body Harness to Seat Back Bolster Bracket Contact Repair	0.5 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		