



# Service Bulletin

File in Section: -

Bulletin No.: PIE0348

Date: October, 2015

## PRELIMINARY INFORMATION

**Subject:** Engineering Information – Loss of Audio, Chimes or Turn Signal Click/Clack with DTC U0180 or B1325 sym03

**Models:** 2013-2016 Cadillac ATS  
2014-2016 Cadillac CTS (VIN A)  
Equipped with Premium Audio Amplifier (RPOs UQA or UQS)

**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.

### 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 one or more of the following conditions:

- Loss of audio
- Loss of chimes
- Loss of turn signal click/clack

Upon inspection, a technician may find DTC U0180 or B1325 sym03 set.

### 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, complete the following prior to attempting any repairs:

1. Verify that the vehicle has lost all of the following functionality:
  - Loss of audio
  - Loss of turn signal click/clack
  - Loss of chime
2. Document if the customer knows if the audio system stopped working during or after either going through a car wash, washing of the vehicle or recent rainfall.
3. Check and record any DTCs set.
4. Verify the amplifier fuse has good continuity.
5. Review the Recommendation/Instructions in the latest version of PIC6102.

### Contact Information

Engineer Name	Phone Number
Mick Dowd	248-804-0398

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
3480208*	Engineering Information – Loss of Audio, Chimes, or Turn Signal Click/ Clack Engineer Call	0.5 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		