



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Steering Wheel Control Favorite Function Defaulting to Number One Favorite

**Models:** 2016 Cadillac Escalade

### Condition/Concern

Some customers may comment the favorites are defaulting to the number 1 position when using steering wheel controls Next or Previous functions. For example the radio display may show Favorite number 3 is currently playing. When selecting the next Favorite using the steering wheel controls the system will default to Favorite number 1, not Favorite number 4 as expected.

### Recommendation/Instructions

Please reprogram the IPC with the latest programming using Tis-2-Web. Refer to SI "Instrument Cluster Programming and Setup" for IPC programming instructions.

### Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2810195	Instrument Cluster Reprogramming with SPS	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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