



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Delayed Radio Display Operation When First Starting Vehicle If Doors Are Left Unlocked

Models: 2014-2015 Cadillac ATS models, CTS models, ELR, Escalade, SRX, XTS

This PI was superseded to update the models. Please discard PIC6054B.

Condition/Concern

Some customers may comment that intermittently the radio display has a delay to turn on after starting the vehicle if the doors were left unlocked. This condition does not exist if the customer uses "auto door locks". The audio and steering wheel controls (SWC) still function when concern is present as well.

Recommendation/Instructions

Please do not replace any parts. Contact GMTAC to review concern and create a Service Request. General Motors is currently obtaining data and working on a solution for this concern.

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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