



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Diagnostic Tip - Service Driver Assist Message

**Models:** 2013 - 2016 Cadillac XTS

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

A customer may comment of a Service Driver Assist message.

### Recommendation/Instructions

2013 Cadillac XTS w/o RPO PCW or PCX;

On 2013 XTS only, all vehicles were built with driver's seat Haptic motors regardless if the vehicle was built with RPO's PCW (Driver Awareness) or PCX (Driver Assist) packages. If the Haptic seat motor circuits are broken or shorted a Service Driver Assist message will be displayed without any corresponding DTC setting. Inspect the driver's seat Haptic motor circuits for any damage.

2013 - 2016 Cadillac XTS with RPO PCW or PCX;

Perform a DTC check on the vehicle including the Memory Seat Module (MSM). If a B172E or B172F is found, inspect the driver's seat Haptic motor circuits. If no DTC's are found on a vehicle wide DTC check, also check in the Active Safety Control module (ASCM) and MSM directly.

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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