



Service Bulletin

File in Section: -

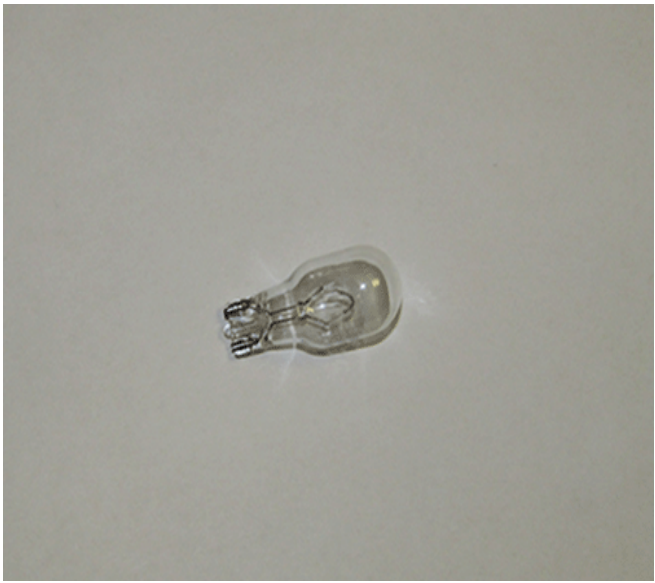
Bulletin No.: 18-NA-063

Date: March, 2018

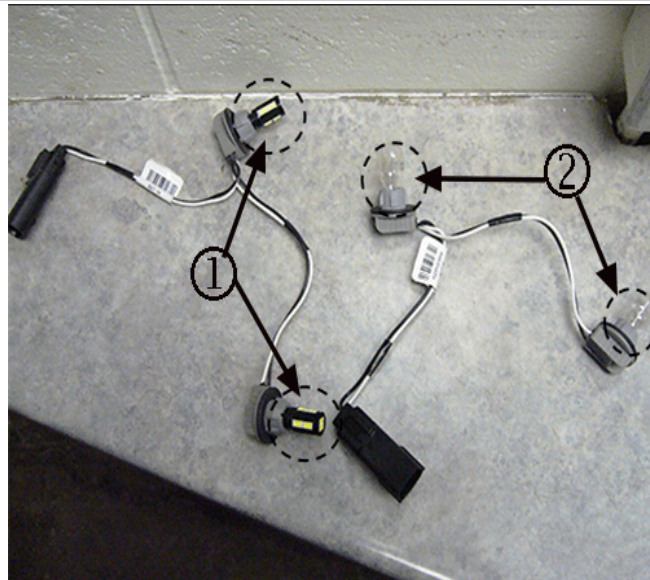
TECHNICAL

Subject: Multiple Electrical Issues, Dead Battery, Start/Stop Inoperative, Instrument Cluster and Switch Backlighting Remain Illuminated

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2017			All	All
GMC	Acadia (VIN N)						

Involved Region or Country	North America, N.A. Export Regions
Additional Options (RPOs)	
Condition	<p>Some customers may comment on seeing any of multiple electrical issues, including but not limited to:</p> <ul style="list-style-type: none"> • Dead battery • Start/Stop inoperative • Instrument cluster and switch backlighting remain illuminated
Cause	<div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">4977973</p> <p>The cause of the condition may be that the wrong bulbs may have been installed in the backup lamps. Incandescent bulbs (example shown above) should have been used, but LED's may have been incorrectly installed in their place.</p> <p>Note: The BCM evaluates the Reverse Lamp circuit to determine bulb outages by applying and monitoring a low voltage signal. Because LED lamps have different electrical properties than Incandescent bulbs, the circuit does not operate as expected. The BCM is calibrated for incandescent lamps and may stay awake after key off, if LED's are used. The BCM will continuously monitor the circuit, resulting in the symptoms identified above.</p>

Correction



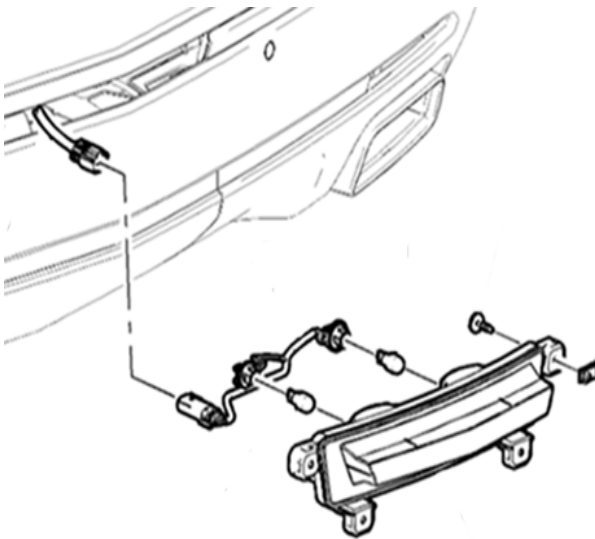
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On vehicles that exhibit the above conditions or other electrical abnormalities, check the bulbs in the back up lamp locations.

- If the bulbs are found to be LED (1), the incorrect bulbs have been used and they need to be replaced with Incandescent bulbs.
- If the bulbs are found to be the proper incandescent bulbs (2), refer to SI for further diagnostic recommendations.

For backup bulb replacement, refer to the appropriate *Backup Bulb Replacement* procedure below.

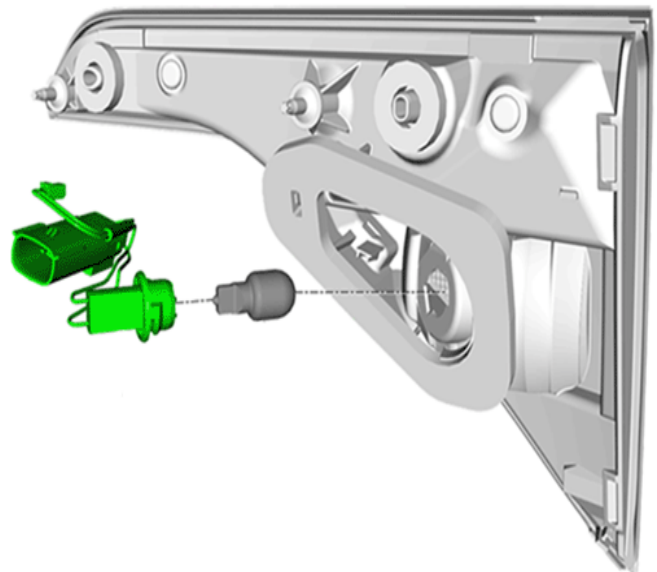
For Cadillac XT5 Models



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1. Locate the backup lamp assembly underneath the rear fascia.
2. Remove the bulb from the lamp assembly by turning it counterclockwise and pulling straight out.
3. Remove the bulb and replace.
4. Reverse Steps 2 and 3 for assembly.

For GMC Acadia (VIN N) Models



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Refer to *Backup Bulb Replacement* in SI.

Parts Information

Use the vehicle identification number (VIN), SI, and the GM Electronic Parts Catalog to determine the proper incandescent bulbs to order.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2043260	Backup Lamp Bulb Replacement	Use Published Labor Operation Time

Version	1
Modified	Released February 26, 2018

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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