



Service Bulletin

Bulletin No.: 20-NA-063

Date: August, 2020

TECHNICAL

Subject: SD Card Removed Error Message Displayed on Instrument Panel Cluster (IPC)

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|----------|--------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | XT4 | 2019 | 2020 | — | — | All | All |

| | |
|----------------------------|--|
| Involved Region or Country | North America, Europe, Russia, Middle East, Israel, Palestine |
| Condition | Some customers may comment about an SD Card Removed message being displayed on the IPC Intermittently. |
| Cause | The cause of the condition may be the "dirty ground" that is connected to the USB/ SD hub. |
| Correction | Verify that the radio and cluster software is up-to-date with the latest version. Once verified if the issue still exists, the technician needs to relocate the USB hub ground wire from G204 to G202. |

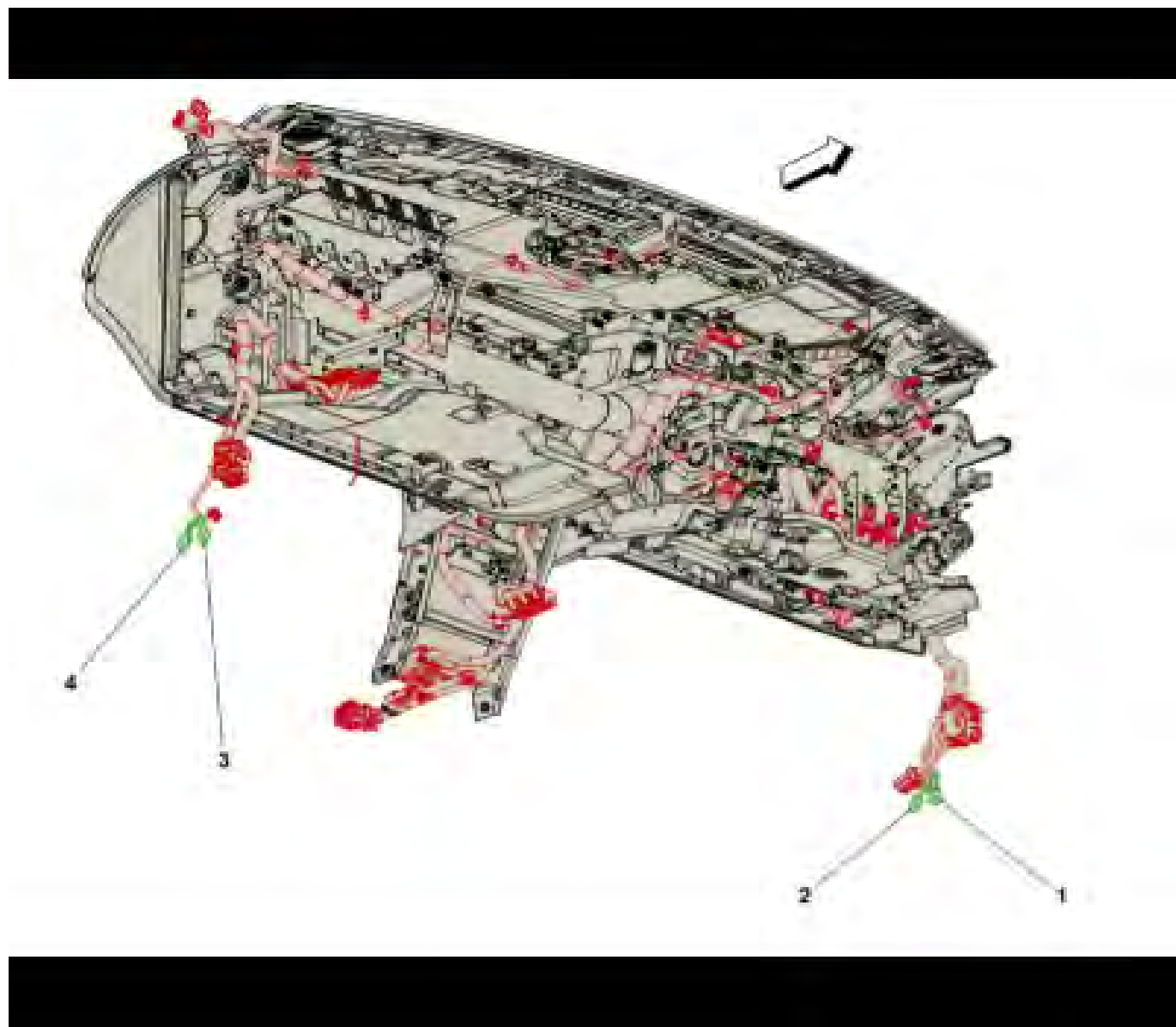
Service Procedure

Note: Only follow this Service Procedure if the condition is an intermittent SD card error message that recovers on its own without any user interaction. If the condition is not as described, inspect for latest radio software (USB) updates and refer to additional SI diagnostic documents for SD Card Errors.

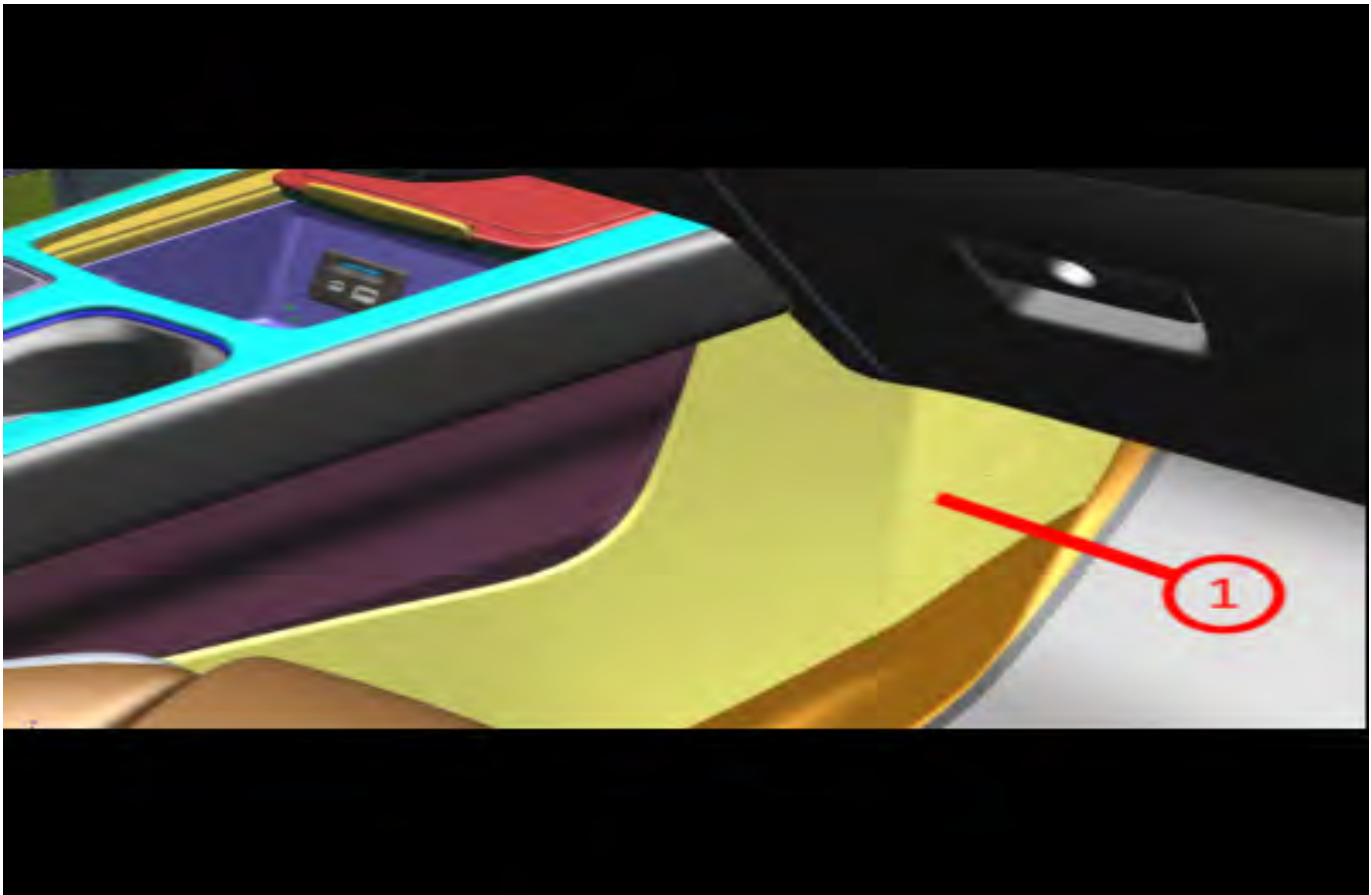


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1. Partially remove the USB HUB (1). Follow the *Multimedia Receptacle Replacement* in SI to get to the back and locate the USB HUB ground wire.

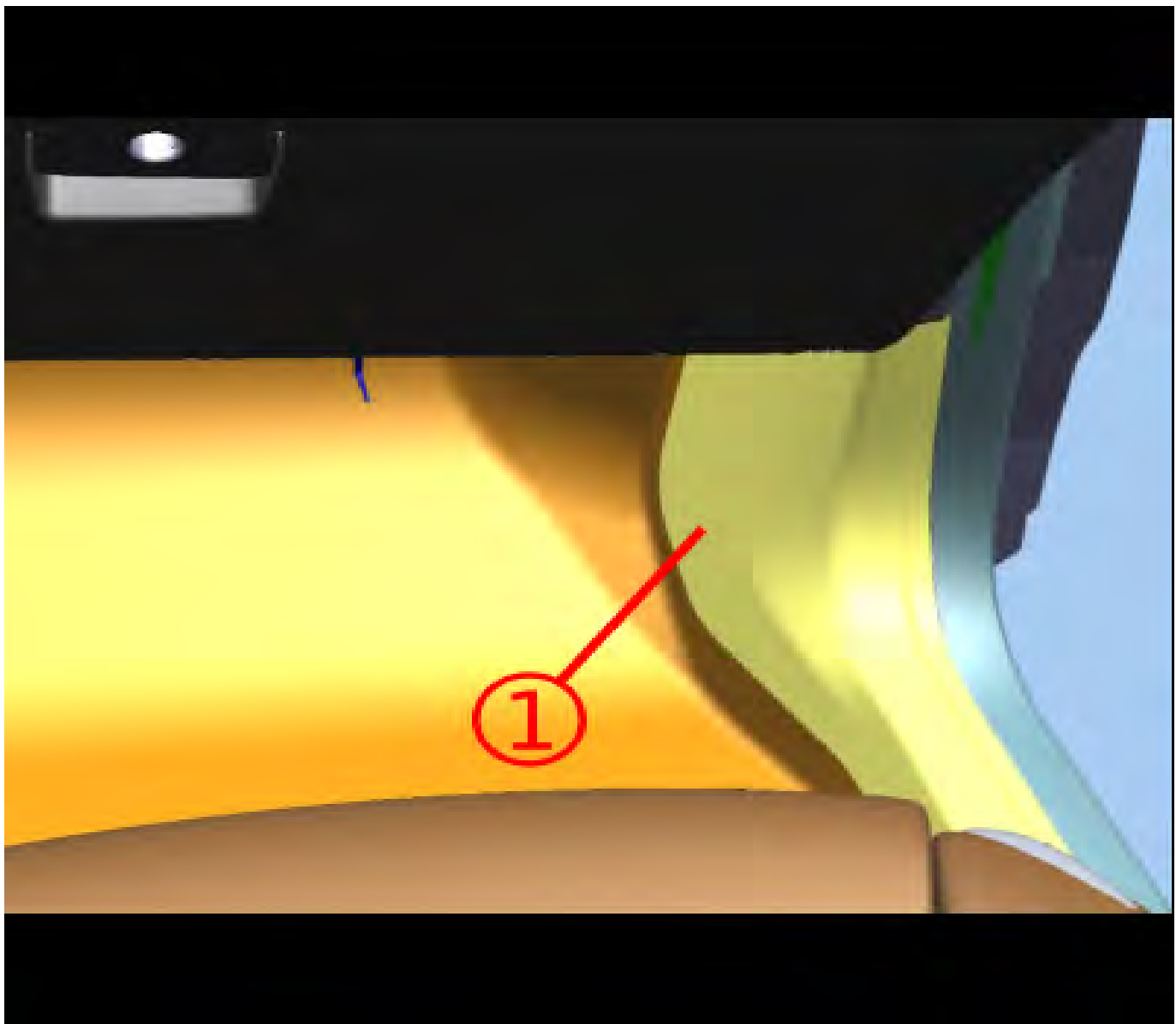


2. Cut the terminal 3 black ground wire from the USB HUB and butt connect to the USB HUB a new 0.75 mm jumper wire about 2600 mm (8.5 feet) in length. Run the wire behind the instrument panel and carpet to Ground 202 (3), located on the passenger side of the vehicle. Cut back and tape off the original ground wire with electrical tape.



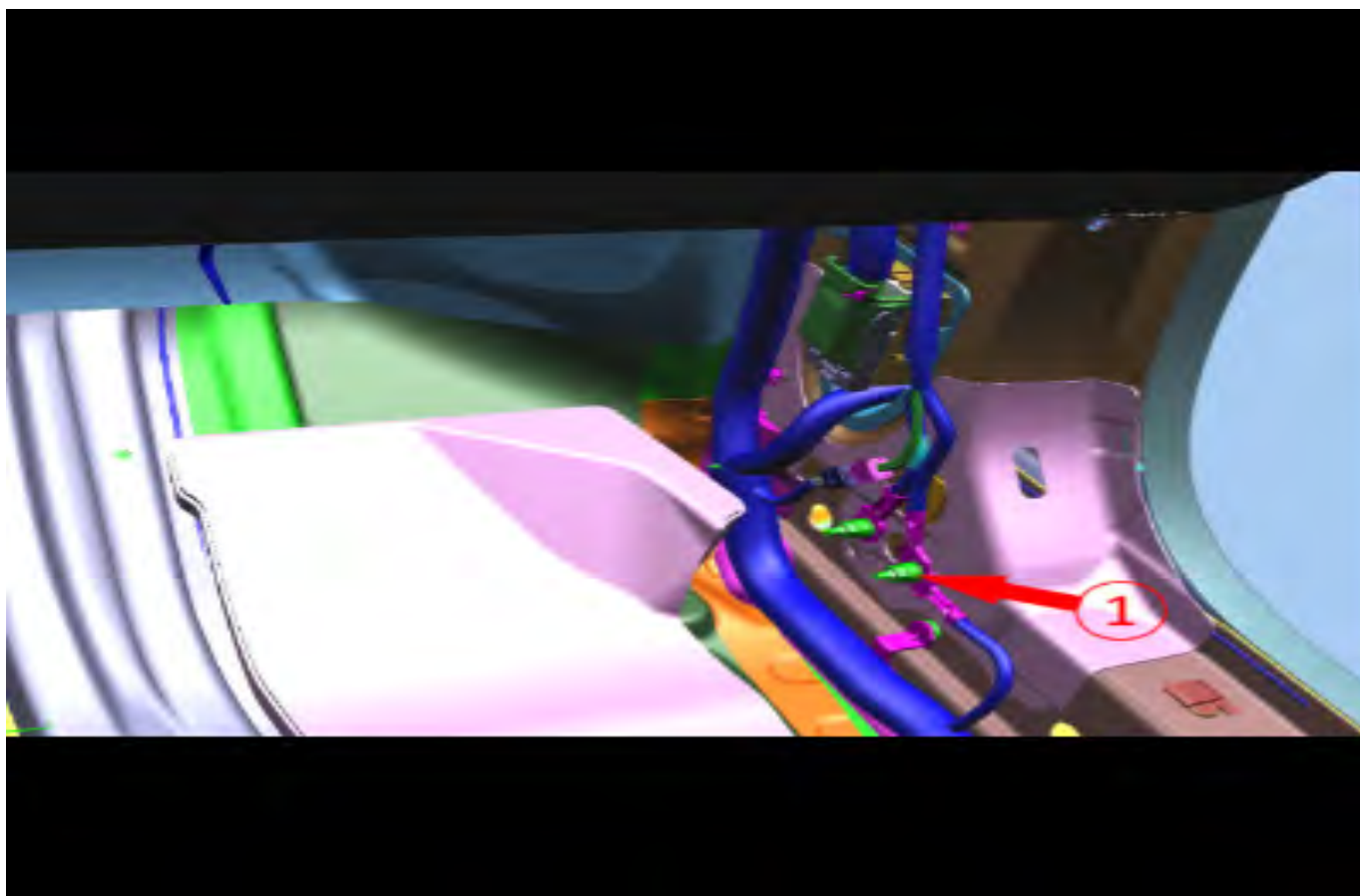
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3. The front floor console extension panel (1) needs to be removed to gain access to the running wire. Refer to *Front Floor Console Extension Panel Replacement - Right Side* in SI.



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4. The front passenger-side door sill panel (1) needs to be removed to gain access to the running wire. Refer to *Front Side Door Sill Garnish Molding Replacement* in SI.



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5. Pull back the carpet, install a new ground ring to the new ground wire and attach to G202 (1). The ground terminal fits an M8 stud.
6. Reposition carpet and reinstall the front passenger-side door sill panel. Refer to *Front Side Door Sill Garnish Molding* and the front floor console extension panel. Refer to *Front Floor Console Extension Panel Replacement - Right Side* in SI.
7. Once the wire has been installed, reinstall the USB HUB. Refer to *Multimedia Receptacle Replacement* in SI and verify that the SD Card Removed message no longer displays on the IPC.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

| Labor Operation | Description | Labor Time |
|--|---|------------|
| 3487008* | Add Ground Jumper Wire and Route from USB/SD Card to G202 | 0.5 hr |
| *This is a unique Labor Operation for bulletin use only. | | |

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| Version | 3 |
| Modified | Released March 09, 2020 March 19, 2020 – Added the 2020 Model Year and updated the Involved Region or Country section. August 14, 2020 – Added a Note to the beginning of the Service Procedure. |

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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