



Service Bulletin


Bulletin No.: 18-NA-063

Date: March, 2024

TECHNICAL

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

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2017			All	All
GMC	Acadia (VIN N)						
	Acadia	2018	2019				
Holden	Acadia	2019	2019				

Involved Region or Country	North America, Saudi Arabia, China, Korea, Germany
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> <p>Note: Unplugging the lamps will not remove a battery draw, the correct bulbs need to be installed for the BCM to see the proper resistance and go to sleep.</p>

Correction



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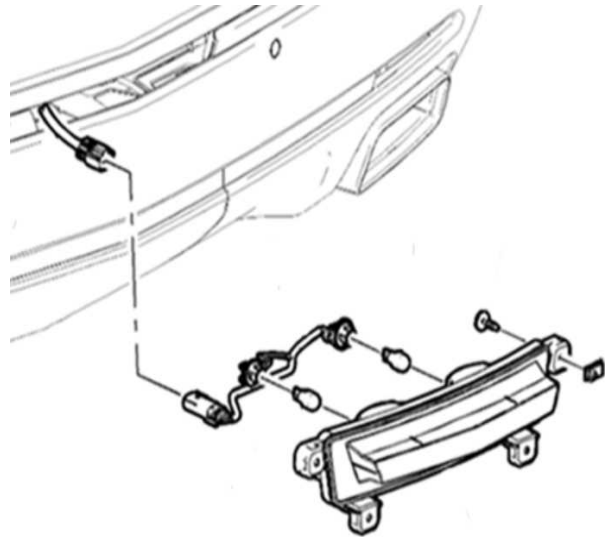
On vehicles that exhibit the above conditions or other electrical abnormalities, check the bulbs in the back up lamp locations.

- 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.

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

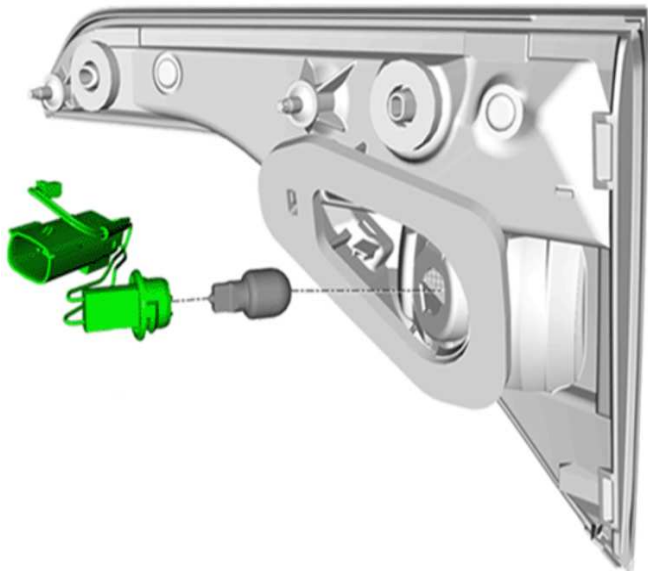
For Cadillac XT5 Models



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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 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	3
Modified	Released February 26, 2018 Revised June 04, 2019 - Add 2018 – 2019 Acadia. Revised March 25, 2024 - Added Battery Draw to Subject and Added an Addition Note under Cause Section.

