



Service Bulletin

SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Instrument Cluster Intermittent Operation and Reset
Expires with Base Warranty

MODELS: 2013 Cadillac ATS, SRX, XTS

The Service Procedure and Warranty Transaction Information sections have been revised. Please discard all copies of bulletin 14687.

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

The Instrument Panel Cluster (IPC) on some 2013 model year Cadillac ATS, SRX and XTS vehicles may intermittently fail to operate when the vehicle is in the "ON/RUN" power mode. Vehicles with this condition may have inoperative analog gauges or indicator telltales when the ignition is in the "ON/RUN" power mode. Cycling the IPC from a sleep state to a wake-up power state will automatically correct the condition; customers or service technicians, however, may not be able to replicate this condition.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required.

SERVICE PROCEDURE

ATS Vehicles Equipped With Base Radio (RPO RAO without UA3)

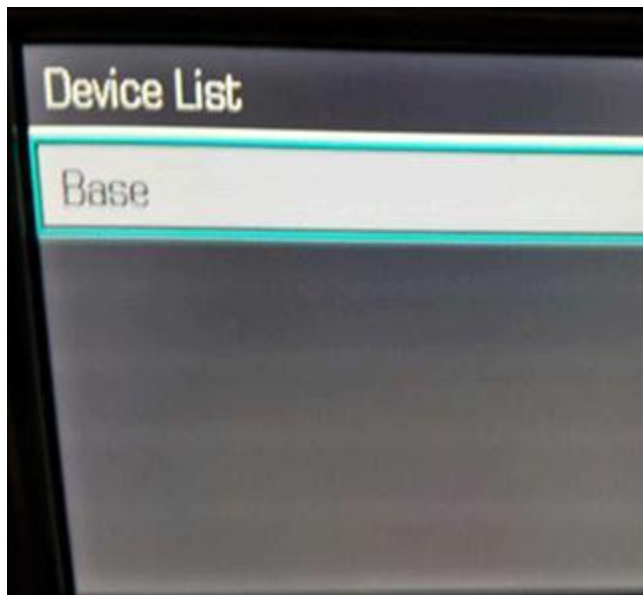
Caution: Performing both a radio and IPC programming event is REQUIRED unless Audio Soft Version label 000477 has been installed. It is critical to determine the Audio Soft Version label version BEFORE programming the base radio to avoid software corruption. The radio software level MUST be at the latest level before the IPC can be programmed. If the radio software is not at the latest level, it MUST be programmed first. All radio presets and phone pairing will be erased if the base radio is programmed. Record the radio presets and customer information BEFORE programming the base radio. Update the customer radio presets after performing both the radio and IPC programming events.

Note: Carefully read and follow the instructions below.

- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- To prevent programming failure due to unintended wireless drops, it is important that a wired MDI connection be used for the radio and IPC updates. IO3/RAO-UA3 radios may take more than 2 hours to complete the programming.
- When programming the base radio, measures must be taken to NOT let the TIS2WEB computer go to sleep during programming.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

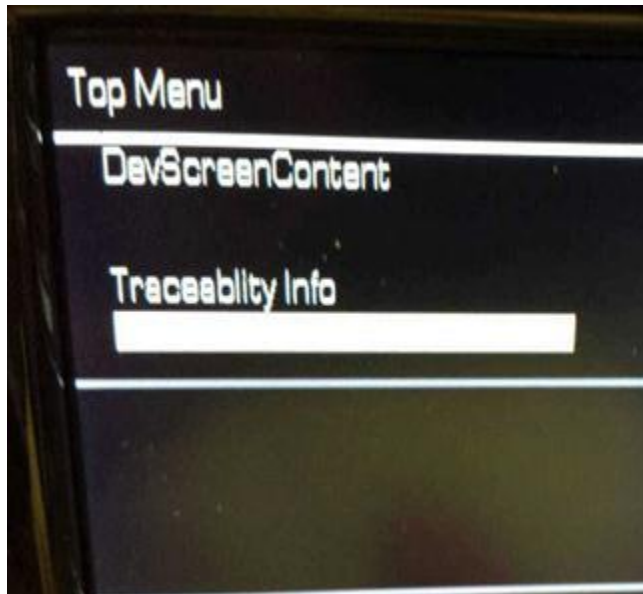
Note: If, after several attempts, you are unable to complete the steps needed to check the Audio Soft version, proceed to Step 5.

1. Press the button combination Menu+FAV on the ICS at the same time.



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2. Select Base.



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3. Select Traceability Info.



Caution: Before updating software, check the base radio software version. The Audio Soft Version label should be 000474 or lower. If version 000477 is already installed, **DO NOT** reprogram the base radio. Software corruption can occur. Check the software version from the Diagnostic screen, which can be accessed by pressing the Menu and FAV hard keys on ICS at the same time.

4. Scroll down to Audio Soft Version. The Audio Soft Version label should be 000474 or lower.
 - If the Audio Soft Version label is 000474 or lower, update the base radio. Proceed to step 5.
 - If version 000477 is already installed, **DO NOT** reprogram the base radio. Proceed to 7.
5. Install *EL-49642* SPS programming support tool. **The MDI must be connected, wired by USB or Ethernet.**

Note: If you see the following message from the SPS screen, **DO NOT** proceed with programming. "M4521: You are attempting to reprogram with the same calibration." Select Cancel and proceed to Step 8.

6. Update the base radio software using the Service Programming System (SPS). Refer to *Radio Control Programming and Setup* in SI.
7. After programming the base radio, return to the Service Programming System (SPS) and follow the on-screen instructions to navigate to the SPS Supported Controllers screen.

Note: Steps 8-10 **MUST** be done in order specified, and must be completed successfully in order for the cluster to be fully functional. Reversing the order or completing only one step, could cause the IPC screen and other features to work improperly (i.e. DIC blank, backlighting off). It is mandatory to perform **BOTH** Step 8 (Programming) and Step 9 (Setup and Configuration) before Step 10 (Instrument Cluster – USB File Transfer).

8. On the SPS Supported Controllers screen, select *Instrument Cluster – Programming*. Proceed until you receive confirmation of success. If you are unable to complete this step successfully, contact Techline Customer Support Center.

9. After successful completion of the Instrument Cluster Programming, select *Instrument Cluster – Setup and Configuration*. Again, proceed until you receive confirmation of success. If you are unable to complete this step successfully, contact Techline Customer Support Center.
 10. **After BOTH Programming and the Setup/Config steps have been completed, perform a USB File Transfer Procedure.** This requires the use of a USB memory stick. On the SPS Supported Controllers screen, select *Instrument Cluster – USB File Transfer* and follow the on-screen instructions.
- Note:** Do NOT use the software on the USB stick for multiple vehicles. Because the software is UNIQUE for specific VINS, you must download software from SPS for every USB programming event.
11. Turn on the radio. When prompted after installing files in vehicle via USB memory stick, select UPDATE on radio display. When the update is complete, confirm completion by selecting DISMISS from the display. After confirmation, make sure to remove the USB stick. If you are unable to complete this step successfully, contact Techline Customer Support Center.
 12. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

Unsuccessful Programming Recovery

If programming fails and resetting attempts are unsuccessful, do *NOT* replace the cluster. In the event of unsuccessful programming event, perform the following steps:

1. Turn the ignition OFF, disconnect battery, and wait from 5-15 minutes.
2. Connect battery, turn the ignition ON and attempt to reprogram the IPC. Select Replace and Program ECU instructions above.

If the IPC programming still cannot be completed, please contact the Techline Customer Support Center (TCSC) at 1-800- 828-6860 (English), 1-800-503-3222 (French).

2013 Cadillac SRX, XTS and ATS Vehicles Equipped with CUE Radio (RPO RAO with UA3)

Caution: If an HMI programming event is performed before or after the IPC programming event in this bulletin, record all customer navigation and radio presets **BEFORE** programming the modules. Re-enter the customer presets **AFTER** all of the programming events have been completed. Programming the IPC **ONLY** does **NOT** require capturing customer presets.

Note: Carefully read and follow the instructions below.

- Do NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. **DO NOT** connect a battery charger.
 - Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
 - During the programming procedure, follow the SPS prompts for the correct ignition switch position.
 - Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
 - To prevent programming failure due to unintended wireless drops, it is important that a wired MDI connection be used for the radio and IPC updates.
1. Install *EL-49642* SPS programming support tool. **The MDI must be connected, wired by USB or Ethernet.**

2. Access the Service Programming System (SPS) and follow the on-screen instructions.

Note: Steps 3-5 **MUST** be done in order specified, and must be completed successfully in order for the cluster to be fully functional. Reversing the order or completing only one step, could cause the IPC screen and other features to work improperly (i.e. DIC blank, backlighting off). It is mandatory to perform **BOTH** Step 3 (Programming) and Step 4 (Setup and Configuration) before Step 5 (Instrument Cluster – USB File Transfer).

3. On the SPS Supported Controllers screen, select *Instrument Cluster – Programming*. Proceed until you receive confirmation of success. If you are unable to complete this step successfully, contact Techline Customer Support Center.
4. After successful completion of the Instrument Cluster Programming, select *Instrument Cluster – Setup and Configuration*. Again, proceed until you receive confirmation of success. If you are unable to complete this step successfully, contact Techline Customer Support Center.
5. **After BOTH Programming and the Setup/Config steps have been completed, perform a USB File Transfer Procedure.** This requires the use of a USB memory stick. On the SPS Supported Controllers screen, select *Instrument Cluster – USB File Transfer* and follow the on-screen instructions.

Note: Do NOT use the software on the USB stick for multiple vehicles. Because the software is **UNIQUE** for specific VINS, you must download software from SPS for every USB programming event.

6. Turn on the radio. When prompted after installing files in vehicle via USB memory stick, select UPDATE on radio display. When the update is complete, confirm completion by selecting DISMISS from the display. After confirmation, make sure to remove the USB stick. If you are unable to complete this step successfully, contact Techline Customer Support Center.
7. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

Unsuccessful Programming Recovery

If programming fails and resetting attempts are unsuccessful, do **NOT** replace the cluster. In the event of unsuccessful programming event, perform the following steps:

1. Turn the ignition OFF, disconnect battery, and wait from 5-15 minutes.

2. Connect battery, turn the ignition ON and attempt to reprogram the IPC. Select Replace and Program ECU instructions above.

If the IPC programming still cannot be completed, please contact the Techline Customer Support Center (TCSC) at 1-800- 828-6860 (English), 1-800-503-3222 (French).

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101211	Reprogram Instrument Panel Cluster	0.7
	ADD: Reprogram Base Radio and Capture Radio Presets	1.5

Note: Submit module replacements using normal warranty labor operation codes.

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.



GM CUSTOMER CARE AND AFTERSALES
DCS3658
URGENT - DISTRIBUTE IMMEDIATELY

Date: May 18, 2015

Subject: 14687A – Service Update Bulletin
Instrument Cluster Intermittent Operation and Reset
Revised Service Procedure and Warranty Transaction Information
Sections

Models: 2013 Cadillac ATS, SRX, XTS

To: All Cadillac Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and
Service Director, Parts Manager, New Vehicle Sales Manager,
Used Vehicle Sales Manager and Warranty Administrator

The Service Procedure and Warranty Transaction Information sections of this bulletin have been revised. Please discard all copies of bulletin 14687.

On April 17, 2015, General Motors issued notice to stop performing the service procedure contained in Service Update bulletin 14687 on 2013 model year Cadillac ATS model vehicles equipped with a base radio (RPO RAO without UA3) only. Please reference Global Connect message G-0000214940. At this time, and with the issuance of Service Update bulletin 14687A, General Motors is cancelling the Stop Programming order on these vehicles. All involved vehicles are available for the service procedure contained in Service Update bulletin 14687A.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES