



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

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

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. 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.
 - To prevent programming failure due to unintended wireless drops, it is important that a wired MDI connection be used for the 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.
 3. On the SPS Supported Controllers screen, select *Instrument Cluster – Programming, Setup and Configuration* and follow the on-screen instructions.

Note: It is mandatory to perform Step 3 (Instrument Cluster – Programming, Setup and Configuration) before Step 4 (Instrument Cluster – USB File Transfer). These steps **MUST** be done in order and completed, 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). Performing and completing Step 3 and 4 in order, will recover the instrument cluster if the programming is done in the incorrect order. Do NOT replace the ECU. Please follow the unsuccessful programming recovery procedure below.

4. Once step 3 has 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. 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.

Note: Do NOT use the software on the USB stick for multiple vehicles. You must clear each USB stick and download software from SPS for every USB programming event.

5. 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

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
DCS3617
URGENT - DISTRIBUTE IMMEDIATELY

Date: April 14, 2015

Subject: 14687 – Service Update Bulletin
Instrument Cluster Intermittent Operation and Reset

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

General Motors is releasing Service Update Bulletin 14687 today. The total number of U.S. vehicles involved is approximately 93,715. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The “Investigate Vehicle History” (IVH) screen will be updated April 14, 2015. A list of involved vehicles in dealer inventory is attached to this message.

END OF MESSAGE

GM CUSTOMER CARE AND AFTERSALES