



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Outside Air Temperature Displays Dashes

**Models:** 2013 Cadillac ATS, SRX, XTS

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

### Condition/Concern

A technician or customer may comment that intermittently the Outside Air Temperature displays dashes instead of a numeric value.

### Recommendation/Instructions

This can occur whenever a battery disconnects or other loss of battery power occurs. Once system voltage has been restored, the BCM must see the Engine Run flag once before it sends temperature data to the display.

This is normal operation of the CUE system. Whenever the battery is disconnected and reconnected for service repairs, be sure to perform the following steps prior to returning the vehicle to the customer:

1. Start the engine.
2. Cycle the ignition Off.
3. Restart the engine.
4. Confirm that the temperature is now displayed.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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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