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2004 Cadillac CTS

Trip/Odometer/Time/Fuel Used Displays Reset by Themselves, Six Disc CD Changer Randomly Shuffles/Reinitializes, Radio may Display Lines with No Alphanumeric Characters, XM/RSE Volume Lower than Intern #05-08-44-002 - (Jan 31, 2005)

Trip Odometer, Timer, or Fuel Used Displays Reset By Themselves, Six Disc CD Changer May Randomly Shuffle or Reinitialize, Radio May Display Lines With No Alphanumeric Characters, XM/RSE Volume is Lower Than Internal (AM/FM/CD) Sources (Replace Radio)

2004-2005 Cadillac CTS, SRX

with Level 1 and 1.5 Radios (RPOs U2R, U2S)

Condition

Some customers may comment on any of the following conditions:

- The Driver Information Center (DIC) trip odometer, timer or fuel used displays may intermittently reset to zero by themselves.
- The six disc CD changer may randomly shuffle or reinitialize by itself.
- The radio may display lines with no alphanumeric characters.
- The audio volume of external sources, XM Radio and Rear Seat Entertainment (RSE), is lower than the radio internal sources, AM/FM/CD.

Cause

This condition may be caused by software anomalies.

Correction

U.S. Dealers

Technicians are to replace the radio with an exchange unit to be obtained from Specmo Enterprises in Madison Heights, Michigan. Specmo's telephone numbers are (248) 307-2570 or (800) 545-7911. Specmo Enterprises is the only Authorized Electronic Service Center that stocks these exchange radios.

Canadian Dealers

Exchange unit to be obtained from an authorized ACDelco Radio Centre.

Refer to the Radio Replacement procedure in SI for radio replacement instructions for both vehicles (SI Document ID #702067). Be sure to perform the radio setup procedure that is a required part of the radio replacement procedure. Refer to the Radio Setup procedure in SI for more information (Document ID #1420146 for the CTS, Document ID #1470416 for the SRX).

Parts Information

Part Number	Description	Qty
10387598	Radio Asm-AM/FM Stereo & Clk & Audio Disc (Level 1 Radio, RPO U2R)	1
10387600	Radio Asm-AM/FM Stereo & Clk & Audio Disc (Level 1.5 Radio, RPO U2S)	1

Radios are to be obtained from Specmo Enterprises (in Canada, an ACDelco Radio Centre).

Warranty Information

For vehicles repaired under warranty, use the appropriate labor operation and time:

Labor Operation	Description	Labor Time
R0760	Receiver, Radio-Remove, Repair And Replace Radio	Use published labor operation time
R0762	Receiver, Radio-Remove Radio	Use published labor operation time

R0763	Receiver, Radio-Reinstall Radio	Use published labor operation time
Add:	Diagnosis Time	0.0-0.3 hr

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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