

Subject: Important Updates to Your Cadillac Vehicle

Dear Cadillac Customer,

On behalf of everyone at Cadillac, we sincerely hope that you are enjoying your 2013 Cadillac ATS, SRX, or XTS vehicle.

Your new Cadillac features first-of-its-kind technology throughout, including the intuitive and convenient CUE infotainment system. In order to continually deliver the best possible user experience, CUE may periodically receive software updates. This letter is your notification that such an update is ready for installation. While the CUE system is being updated, we will check to see if there are other outstanding service issues we can address at the same time. Any other service items for your vehicle will be reviewed with you by your service professional during your initial visit. Please contact your Cadillac dealer at your earliest convenience to make an appointment with your Cadillac service professionals. If you will be traveling for an extended period of time, please call the Cadillac Infotainment Team at 855-428-3669 to locate a dealership near your destination.

Upon making an appointment, your dealership will reserve your complimentary Cadillac or "like" loaner vehicle if alternate transportation is needed. Your service professional will also be able to inform you of the estimated time needed to complete your vehicle updates.

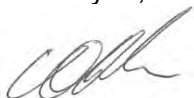
Before arriving for your vehicle update appointment, please note the following:

- The CUE system update will reset your stored presets back to their original factory settings, resulting in the removal of stored data (phone numbers, destinations, stored preferences). As part of the update, your service professional will restore the presets (i.e. icons located on your Home screen, Auto Volume setting). We apologize for this inconvenience. We recommend you store your contact information (phone numbers and addresses) on your smartphone so they can be easily retrieved when your smartphone is paired with your CUE system.
- Please have any Bluetooth-paired devices with you upon redelivery of your vehicle; as the update will include the assistance of your service professional in pairing these devices for you.

Importantly, these updates are not essential to the operation of your Cadillac or CUE system. You may continue to drive your vehicle. However, we are certain these updates, once completed, will enhance your experience with Cadillac and we encourage you to schedule an appointment to complete these updates at your earliest convenience.

In closing, we are confident that these vehicle updates will further elevate your Cadillac vehicle driving experience.

Thank you,



Chase Hawkins
Vice President, Cadillac Sales and Service

Cadillac Customer Preset Form

Date:

This form is intended to capture a customer's information pre-CUE Software Update. Please take the time prior to performing the update to capture customer's settings. This form will then be utilized to repopulate the information/settings prior to re-delivery of the vehicle to the customer.

Please Note: The customer information captured on this form may **only** be used for purposes of restoring the customer's prior settings. Please ensure this form is appropriately secured so that only authorized personnel can access the customer information, and after the customer's prior settings have been restored, this form is disposed of in accordance with applicable law.

Customer Information

First:

Last:

Vehicle Information

Model:

VIN:

Home Page (Page 1) List of Name(s) of the icons as they appear on the screen prior to update

Home Page (Page 2) List of Name(s) of the icons as they appear on the screen prior to update

App Tray: List Name(s) and location of icons as they appear before the update				

After the CUE update, all settings will revert back to the factory setting. All settings highlighted in grey are the factory settings. If the customer's selection is equal to the factory setting, it is not necessary to reset that setting after the update.

Settings Selections:		
Time & Date (Select One):		
Set Time -> Auto Set:	Cell Network or Manually	
Clock Display:	On Off	
Language (Select One):	English (US) Spanish French (Canadian)	
Radio:		
Manage Favorites:	Description: (Name on Screen)	
	Description: (Name on Screen)	
	1.	21.
	2.	22.
	3.	23.
	4.	24.
	5.	25.
	6.	26.
	7.	27.
	8.	28.
	9.	29.
	10.	30.
	11.	31.
	12.	32.
	13.	33.
	14.	34.
	15.	35.
	16.	36.
	17.	37.
	18.	38.
19.	39.	
20.	40.	
Number of Favorites Shown:	Auto Record Number ____	
Auto Volume (if equipped):	Off Low Med- Low Med Med- High High	
Bose AudioPilot (if equipped)	On Off	
Maximum Start Up Volume:	Record Number ____	

Vehicle Settings: (Circle Matching Setting from the Right)				
Climate and Air Quality:				
Auto Fan Max Speed		Low	Med	High
Air Quality Sensor (if equipped)	Off	Low Sensitivity		High Sensitivity
Auto Defog		On	Off	
Auto Rear Defog		On	Off	
Collision/Detection System:				
Alert Type		Beeps	Safety Alert Seat	
Auto Collision Preparation (if equipped)	Off	Alert and Brake		Alert
Go Notifier (if equipped)		On	Off	
Side Blind Zone Alert		On	Off	
Comfort & Convenience:				
Auto Memory Recall	Off	On-Driver Door Open		On-At Ignition On
Easy Exit Options		On	Off	
Chime Volume		Record Number: _____		
Reverse Tilt Mirror	Off	On-Driver and Passenger	On-Driver	On-Passenger
Lighting:				
Vehicle Locator Lights		On	Off	
Exit Lighting	Off	30 Sec	60 Sec	120 Sec
Power Door Locks:				
Unlocked Door Anti-Lockout		On	Off	
Auto Door Unlock	Off	All Doors		Driver Door
Delayed Door Lock		On	Off	
Remote Lock, Unlock, Start:				
Remote Unlock Light Feedback		Off	Flash Lights	
Remote Lock Feedback	Off	Lights & Horn	Lights Only	Horn Only
Remote Start Auto-Cool Seats (if equipped)		On	Off	
Remote Start Auto-Heat Seats		On	Off	
Passive Door Unlock		All Doors	Drive Door	
Passive Door Lock	Off	On With Horn Chirp		On
Remote Left in Vehicle Alert		On	Off	
Bluetooth				
Vehicle Settings should be reset with Customer (redelivery opportunity)				
Voice:				
Prompt Length		Short	Long	
Audio Feedback Speed		Slow	Medium	Fast
Display:				
Mode		Auto	Day	Night
Proximity Sensing		On	Off	

Rear Camera:	
Guidance Lines	On Off
Rear Cross Traffic Alert (if equipped)	On Off
Rear Park Assist Symbols	On Off

Navigation (Menu):	
Navigation Voice Preferences:	
Voice Prompts	On Off
Voice Volume	Record Voice Volume Number _____
Prompts during Calls	On Off
Traffic:	
Show Flow on Map	On Off
Show Icons on Map	On Off
Traffic Routing Preferences	Avoid Slow Auto Avoid Ask Me Before
Traffic Types:	
Check the appropriate boxes.	<input type="checkbox"/> Traffic Delays <input type="checkbox"/> Road Construction <input type="checkbox"/> Road Close <input type="checkbox"/> Advisory
Map View:	
Check the appropriate box	<input type="checkbox"/> 3D View <input type="checkbox"/> Heading Up View <input type="checkbox"/> North Up View
Audio Information	On Off
Routing Preference:	
Route Style	Fast Eco Friendly Short
Use Toll Roads	On Off
Use Freeways	On Off
Use Carpool Lanes	On Off
Avoid Slow Traffic	On Off
Use Ferries	On Off
Use Tunnels	On Off
Use Time Restricted Roads	On Off
Display "Places of Interest" Icons	
If "Places of Interest" are on please check appropriate boxes.	<input type="checkbox"/> Fuel and Auto <input type="checkbox"/> Food and Nightlife <input type="checkbox"/> Travel and Lodging <input type="checkbox"/> Shopping and Services <input type="checkbox"/> Banking and Financial <input type="checkbox"/> Community and Emergency <input type="checkbox"/> Sports and Entertainment <input type="checkbox"/> Tourist and Cultural <input type="checkbox"/> Other Businesses <input type="checkbox"/> Safety Cameras

Special Note:

This form is not intended to be all encompassing; Dealership personnel will help reset the following items when the vehicle is re-delivered to the customer:

-Memory Seat Settings

-Individual Remote/Key Fob settings

-Mirror Pre-sets

-Repair Blue-tooth devices (Note: When re-pairing the phone for the customer, the previously paired ("CUE-paired") device must be removed from the phone)

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.

Part Request Form — Warranty Parts Center

Use this form **ONLY** for U.S. & Canada Dealers. Export markets & Mexico Dealers must contact their regional Technical Assistance Center for assistance.

To: Warranty Parts Center
Email: warrantypartscenterusa@gm.com
or WPC Fax: 248-371-0192
Attn: Jeanette Dunn

Part Being Requested: **WPC706 – USB Kit for Cadillac CUE HMI Update (bulletin 12293)**

Dealer BAC (U.S.) / Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

IMPORTANT: If you do not receive the part within 2 business days after emailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax both pages so the WPC receives the needed information. Missing information will delay or prevent the part from being shipped.