

GM CUSTOMER CARE AND AFTERSALES
DCS3080
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 28, 2013
Subject: Software Update (Over-The-Air) Pilot
Phase 2 Implementation
Models: 2013 Cadillac ATS Equipped with Adaptive Forward Lighting (T4F)
To: All Cadillac Dealers
Attention: Dealer, General Manager, Service Advisor, Service Manager, Parts
and Service Director, Parts Manager, New Vehicle Sales Manager,
and Warranty Administrator

As previously announced, General Motors is conducting a pilot program to determine the effectiveness of performing software updates remotely. This limited pilot involves certain 2013 model year Cadillac ATS vehicles that are equipped with Adaptive Forward Lighting and require a new calibration.

We are happy to report that the first phase of this program has been successfully completed and that the second phase is scheduled to begin on October 30, 2013.

As a reminder, the objective is to offer customers the opportunity to have the software update delivered to their vehicles over-the-air. The customers involved in this phase will be contacted via email with instructions on how to accept the update. These customers will also be given the option of having the update performed at their Cadillac dealer.

Details of this process can be found in Technical Service Bulletin number PI1078. A Frequently Asked Questions guide is also attached to this message.

The ability to remotely deliver software updates via OnStar will minimize customer inconvenience and enhance their vehicle ownership experience.

Additional information will be provided as the pilot program progresses.

END OF MESSAGE
GM CUSTOMER CARE AND AFTERSALES

Software Update (Over-The-Air) Pilot

2013 Cadillac ATS Equipped with Adaptive Forward Lighting (T4F)

General and Dealer Stock Information

What is the over-the-air software update for?

The update will deliver a new calibration to help prevent a false illumination of the "AFL (Adaptive Forward Lighting) Lamps Need Service" message on the Driver Information Center (DIC) when the AFL lamps are functioning properly.

Do I need to physically do anything for the update to be performed on my stock units?

Unsold vehicles in the dealer inventory will be updated automatically; no further action is required by the dealer.

How many vehicles are in the second phase of this pilot?

387 U.S. dealer stock vehicles remain to be updated from the first phase along with a new population of approximately 6,600 U.S. customer vehicles. Involved VINs can be identified in Investigate Vehicle History (IVH) by Engineering Information (EI) number PI1078.

When will my stock vehicles receive the update? How long will it take?

The update will be sent between 2:00 AM and 5:00 AM Eastern Time and will take only 5 – 10 minutes.

How will customers be notified about this pilot?

Customers in this pilot program will receive an email from GM asking if they would like to participate. Those who want to participate will then be asked to opt in to the program.

If the customer comes into the dealership, should I do the update?

If the customer has been contacted by General Motors and prefers not to have the calibration update performed over-the-air, the dealer should refer to PI1078 for programming instructions.

Why is General Motors using over-the-air technology to perform updates on their vehicles?

As technological capabilities grow, General Motors wants to provide its customers with software updates in a way that minimizes our customers' inconvenience, all with the goal of improving their overall customer experience and satisfaction. This pilot is designed to test those capabilities.

Will all updates in the future be delivered this way?

GM is considering how best to provide these updates in the future. This pilot is part of our review process.

How can the dealer validate whether the update has been done?

Using the MDI tool the dealer can go to TIS2Web and check the module calibration. It will say “No Need to Program” if update has been completed.

Will there be a notation in IVH for the need to do this update? Will it show as completed in the vehicle history?

To determine if a vehicle is involved in this pilot program, go to IVH and check the Service Information section for Engineering Information (EI) number PI1078. All vehicles involved in this pilot will have this EI listed. Once the software update is completed, there will not be a record in the vehicle’s transaction history. An enhancement to include this record in IVH is being developed.

Customer Information

What is the service update for?

The update will deliver a new calibration to help prevent a false illumination of the "AFL (Adaptive Forward Lighting) Lamps Need Service" message on the Driver Information Center (DIC) when the AFL lamps are functioning properly.

When will the update occur?

If the customer accepts the remote update, the over-the-air reprogramming event will occur during the overnight hours (most likely sometime between 2:00 AM and 5:00 AM Eastern Time).

Will the update be started even if I am driving my car at the time?

No. The update is only allowed to be started when the vehicle ignition is in the “off” position.

Will I be able to use or drive my vehicle when the update is in progress?

No, your vehicle will not be able to be used or driven for about ten minutes once the update begins.

Is there anything special I need to do to prepare for this update?

No. As long as you’ve opted in for the update and the vehicle is parked with the ignition turned “off,” the update will occur without any action on your part.

Will my vehicle display or exhibit anything unusual during the update process?

Yes, the backlighting on the radio center screen and the red and blue lights on the center stack will illuminate during the update process. This is normal and will turn off once the update has been completed.

How can I accept or opt in for this update?

You can accept or opt in for this remote update in either of the following ways:

1. Push the blue OnStar button and notify the advisor that you would like to accept this update, or
2. Click on the “OPT IN Accept Remote Update” link in the email that may have been sent to you.

Can I decline or opt out of this update, if so how?

Yes, you can decline or opt out of the remote update in either of the following ways:

1. Push the blue OnStar button and notify the advisor that you would like to decline this update, or
2. Click on the “OPT OUT Decline Remote Update” link in the email that may have been sent to you.

If I decline or opt out of the remote update, can I still get the update at a later time?

Yes. If you decline the remote update, you may still receive this Adaptive Forward Lamp update from your Cadillac dealer.

How will I know that my vehicle had the update completed?

A completion message will appear on a vehicle display or an email will be sent to you stating that your vehicle has been updated.

What happens if a customer does not respond to the email? Will the update be performed?

No.