Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: CUE System Update

MODELS: 2013 Cadillac ATS, SRX, XTS

Letters will be mailed to involved customers in phases.

THIS PROGRAM IS IN EFFECT UNTIL MARCH 31, 2015.

CONDITION

Software updates for the CUE system are available for **certain** 2013 model year Cadillac ATS, SRX, and XTS vehicles. These updates will enhance the customer experience with the human machine interface (HMI) radio, including Phone/Bluetooth Pairing, Media Player, internal/external resets, rear camera, and map database.

CORRECTION

Dealers are to update the software for the CUE system and the navigation map database for the HMI radio.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel 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.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

The service procedure contained in this bulletin will require the use of a USB stick. Two USB sticks were shipped together in a zip lock bag to Cadillac dealers beginning February 20, 2013, via FedEx (US and Canada), or will be sent by the local GM Aftersales Department as soon as received (Export).

–   **The <u>BLACK</u> USB stick is for use on vehicles <u>WITH</u> a navigation system.**

–   **The <u>SILVER</u> USB stick is for use on vehicles <u>WITHOUT</u> a navigation system.**

US and Canada: All Cadillac dealers should receive the USB sticks no later than Wednesday, February 27, 2013.   These USB sticks will update all involved vehicles. **DO NOT GIVE THE USB STICKS TO THE CUSTOMER.** Do not order the USB sticks from GMCC&A or the GM Nav Disc Center. If you have not received your USB sticks by **February 27, 2013**, and you have involved vehicles, the USB sticks can be obtained from the Warranty Parts Center (WPC) using the Parts Request Form found at the back of this bulletin.

SERVICE PROCEDURE

Caution: Do NOT program additional modules while programming the CUE system to avoid module damage and/or other component failure. Do NOT perform any electrical repairs on the vehicle while the CUE system is being programmed.

Note: Ensure that all USB devices, SD cards, phone, and media devices have been disconnected.

1. Capture customer preset information from the CUE system. Refer to *Cadillac Customer Presets Form* at the back of this bulletin.

2. Verify that there is a battery charge of 12 to 15 volts. The battery must be able to maintain a charge during programming. Only use a Midtronics® GR8 (Essential Tool EL-50313) set up in Power Supply Mode or an approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or equivalent to maintain proper battery voltage during programming. Do NOT remove the battery maintainer until both the USB and TIS2WEB programming events have been completed.

3. Determine if the vehicle is equipped with a navigation system. Press the navigation button on the display.

- If maps are populated, then the vehicle is equipped with navigation**. Use the black USB stick for programming the CUE system.**

- If a compass appears with OnStar instructions, the vehicle is NOT equipped with navigation. **Use the silver USB stick for programming the CUE system.**

4. Press Engine Start/Stop button for 5 seconds. Do NOT have your foot on the brake while pressing the Engine Start/Stop button.
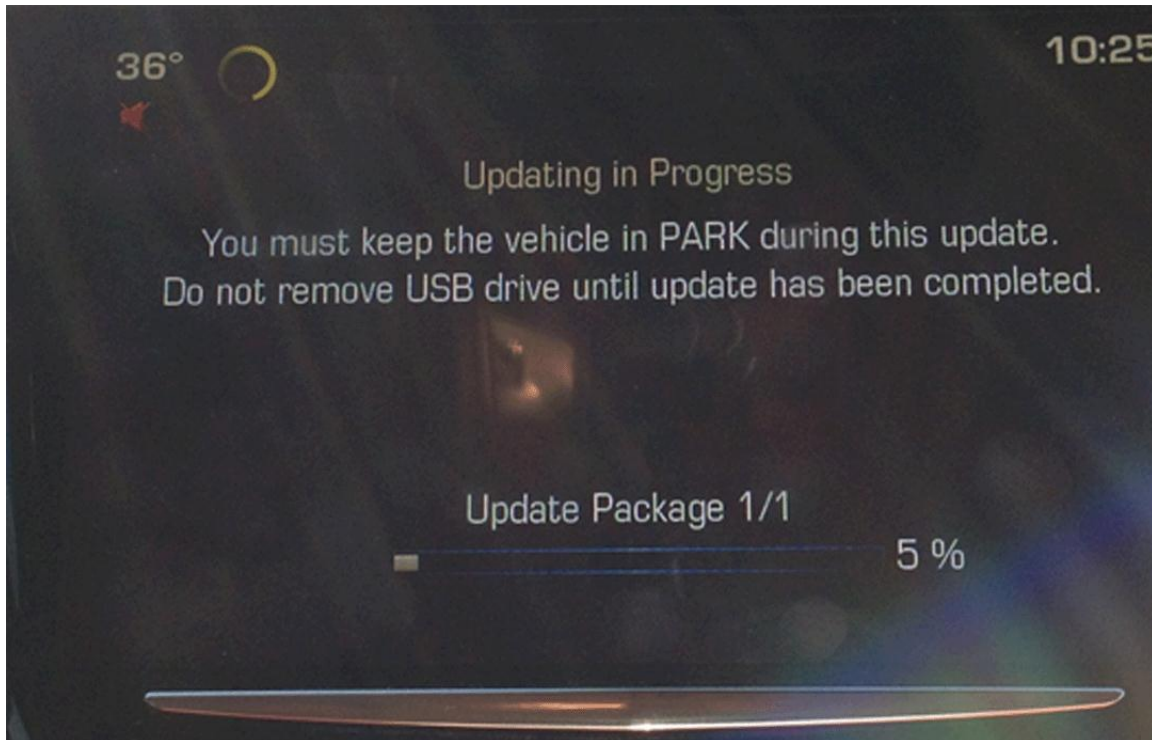

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5. Insert the correct USB stick into the display USB port (1).
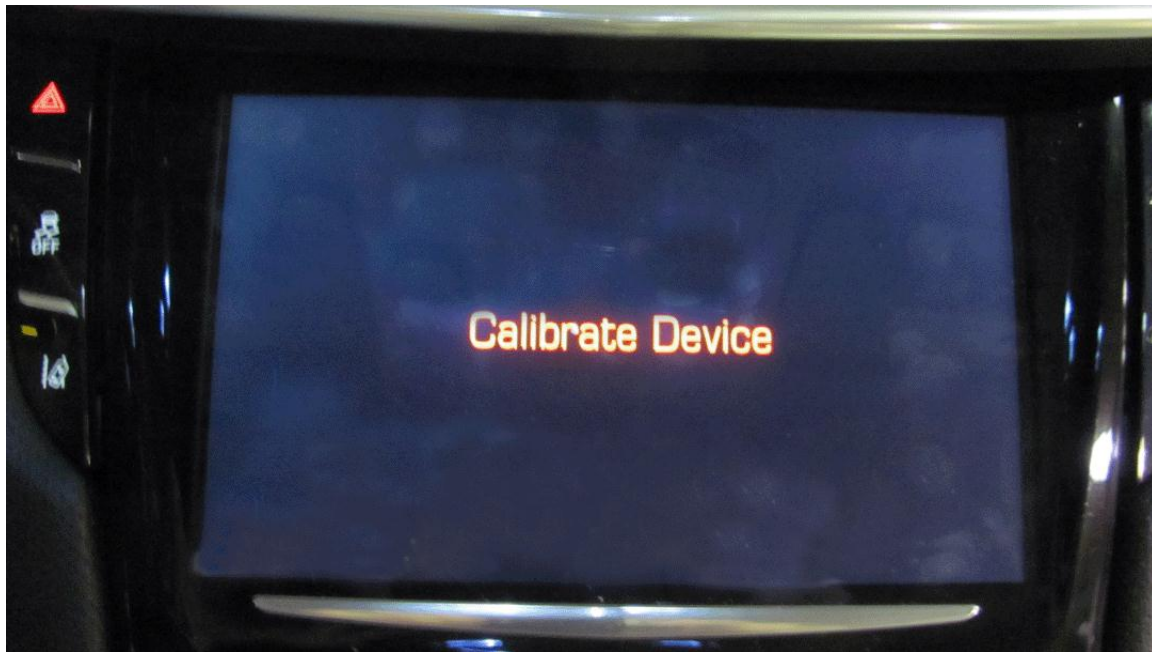6. Close the radio assembly bin door.
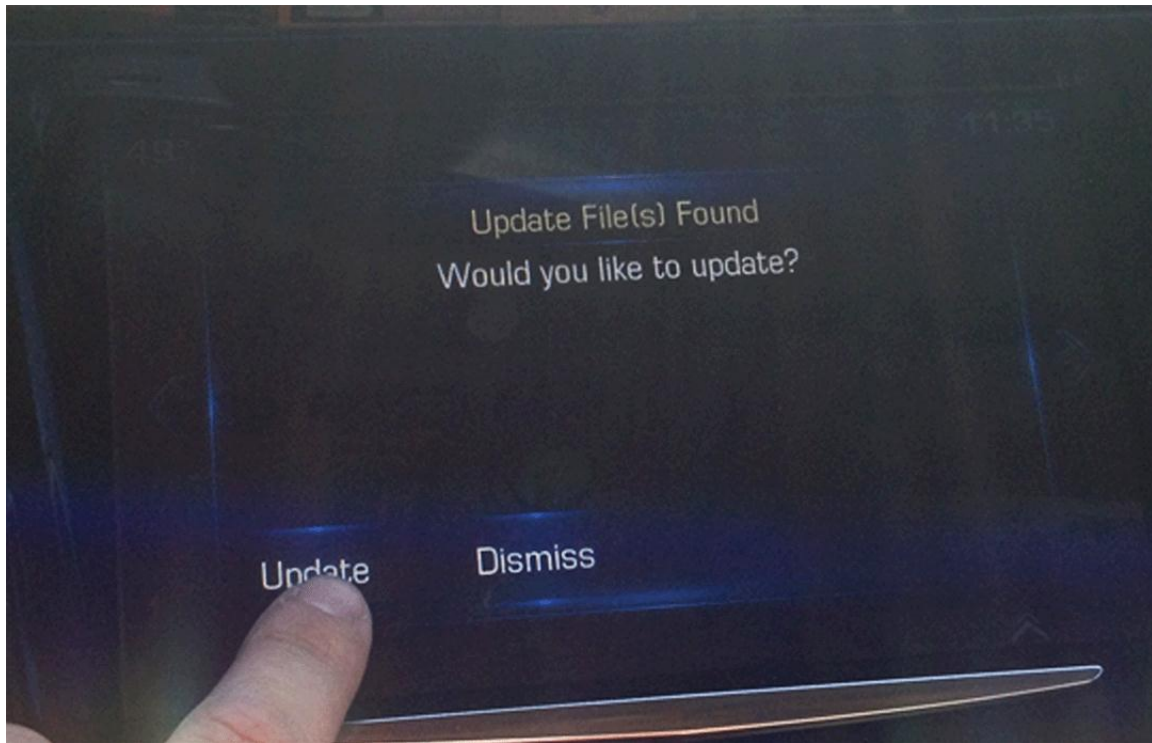
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7. Select Update from the display.

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8. Once Update has been selected from the display, the screen in the picture above will appear. This screen will show the progress of the update. The navigation software update will take about 2 hours to load. The non-navigation software will take about 30 minutes to load.

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Update Complete screen for CUE system equipped with navigation system shown. Update Complete screen for CUE system without navigation is similar.

Note: If the "Calibrate Device" screen is NOT displayed, the Update Complete screen will appear on the display. The screen includes the following message: Pass --- 23154812.mnf or Pass 23152613.mnf. Programming the Human Machine Interface Control Module (HMI) using TIS2WEB is NOT required. Perform step 10 and then proceed to step 14.

Note: If the screen remains blank, make sure the radio assembly bin door is closed.

9. Do NOT remove the USB drive until the update has been completed. Once the update has been completed, the display will go black for a minute and reset itself. Next, the words, "Calibrate Device" centered on the display. Refer to illustration.

10. Remove the USB stick from the port.

Note: 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. When using a MDI for reprogramming, ensure that is updated with the latest software version. Use **TIS2WEB on or after 02/22/13** to obtain the calibration. If you cannot access the calibration, call the Techline Customer Support Center and a VCI number will be provided.

11. Program the Human Machine Interface Control Module (HMI) using TIS2WEB. Refer to SI and Service Programming System (SPS) documentation for programming instructions.

   10.1 Connect the MDI to the vehicle.

   10.2 Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.

   11.3 Select *K74 Human Machine Interface Control Module -- Programming* from the Supported Controllers screen.

   11.4 Follow the on-screen instructions.

12. Clear all diagnostic trouble codes (DTCs).

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13. After programming the HMI module, the Update Complete screen will appear on the display. The screen includes the following message: Pass --- 23154812.mnf or Pass --- 23152613.mnf.

14. Select Dismiss from the Update Complete screen.
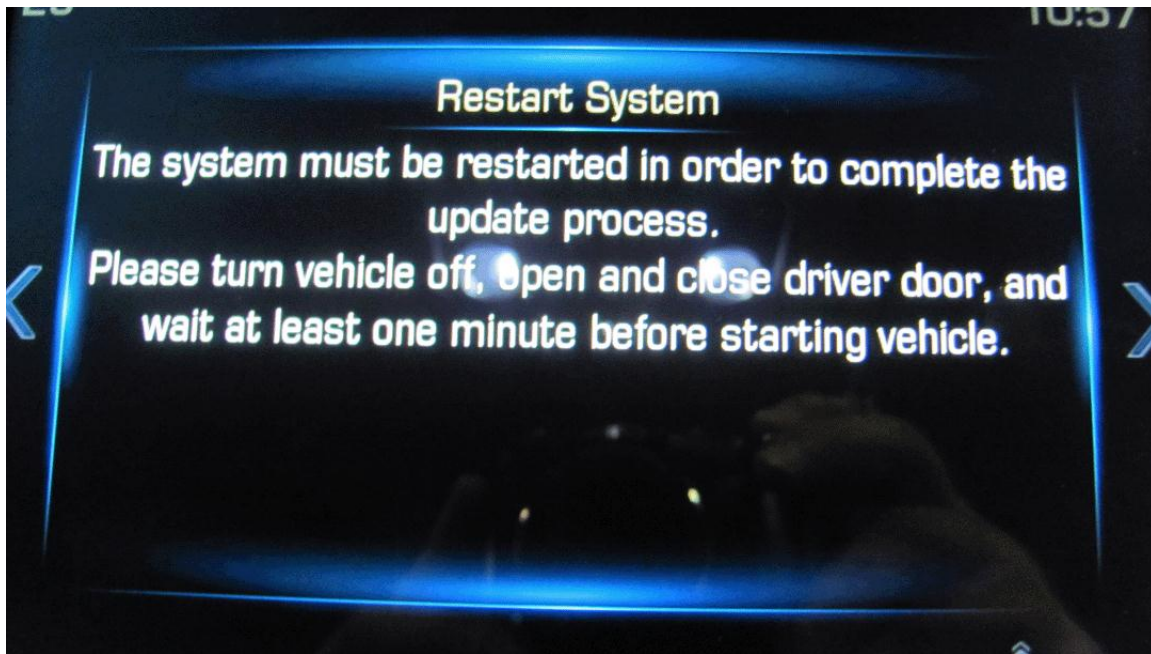
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15. The Restart System Screen will appear on the display.

16. Turn the vehicle off, open and close the driver door, and wait at least two minutes before starting the vehicle. All vehicle doors MUST remain closed during the wait period.

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17. To ensure the software update was successful, review the main menu symbols and check that the Climate Control Symbol includes a snowflake. Next, from the Home Page, press Settings > Software Information and check the current software part number. If the part number is 23150273 for Navigation vehicles or 23150271 for non-navigation vehicles, the update was successful.

18. Re-enter customer information in the CUE System with the information collected in step 1. Refer to *Cadillac Customer Presets Form.*

COURTESY TRANSPORTATION – For US and Canada

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below.

Labor Code	Description	Labor Time
V2773	CUE System Update - Vehicles Without Navigation System	0.8
	- Vehicles With Navigation System	1.1
	Add: Record & Reenter Customer Presets (not for use on vehicles in dealer inventory) - Non Navigation Radio	0.3
	- Navigation Radio	0.5

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through March 31, 2015.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through March 15, 2015, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

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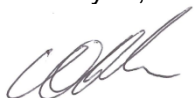
Before arriving for your vehicle update appointment, please note the following:

-   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:

Setting	Options
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:

Setting	Options
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:

Setting	Options
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:

Setting	Options
Vehicle Locator Lights	**On** Off
Exit Lighting	Off **30 Sec** 60 Sec 120 Sec

Power Door Locks:

Setting	Options
Unlocked Door Anti-Lockout	On **Off**
Auto Door Unlock	Off **All Doors** Driver Door
Delayed Door Lock	On **Off**

Remote Lock, Unlock, Start:

Setting	Options
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:

Setting	Options
Prompt Length	Short Long
Audio Feedback Speed	Slow **Medium** Fast

Display:

Setting	Options
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.	☐ Traffic Delays ☐ Road Construction ☐ Road Close ☐ Advisory
Map View:	
Check the appropriate box	☐ 3D View ☐ Heading Up View ☐ 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	On Off
If "Places of Interest" are on please check appropriate boxes.	☐ Fuel and Auto ☐ Food and Nightlife ☐ Travel and Lodging ☐ Shopping and Services ☐ Banking and Financial ☐ Community and Emergency ☐ Sports and Entertainment ☐ Tourist and Cultural ☐ Other Businesses ☐ 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.