Service Bulletin

File in Section: -
Bulletin No.: PI1062
Date: October, 2013

PRELIMINARY INFORMATION

Subject: **Incorrect Gulf of Mexico Map Location**

Models: **2013 Cadillac ATS, SRX, XTS**
Equipped with CUE Radio and Navigation System
Built Prior to March 7, 2013

Attention: **If Customer Satisfaction Field Action Bulletin #12293 has NOT been completed, use the blue USB stick (P/N 23189613) instead of the black USB stick (P/N 23124322) from 12293. Do not attempt to order the USB stick from GMCC&A or the GM Nav Disc Center (refer to the Parts Information section).**

Condition/Concern

Some customers may comment that the location of the Gulf of Mexico is in the incorrect location on the navigation map. This update corrects the Gulf of Mexico map location.

Recommendation/Instructions

An updated radio software calibration has been released to address this condition.

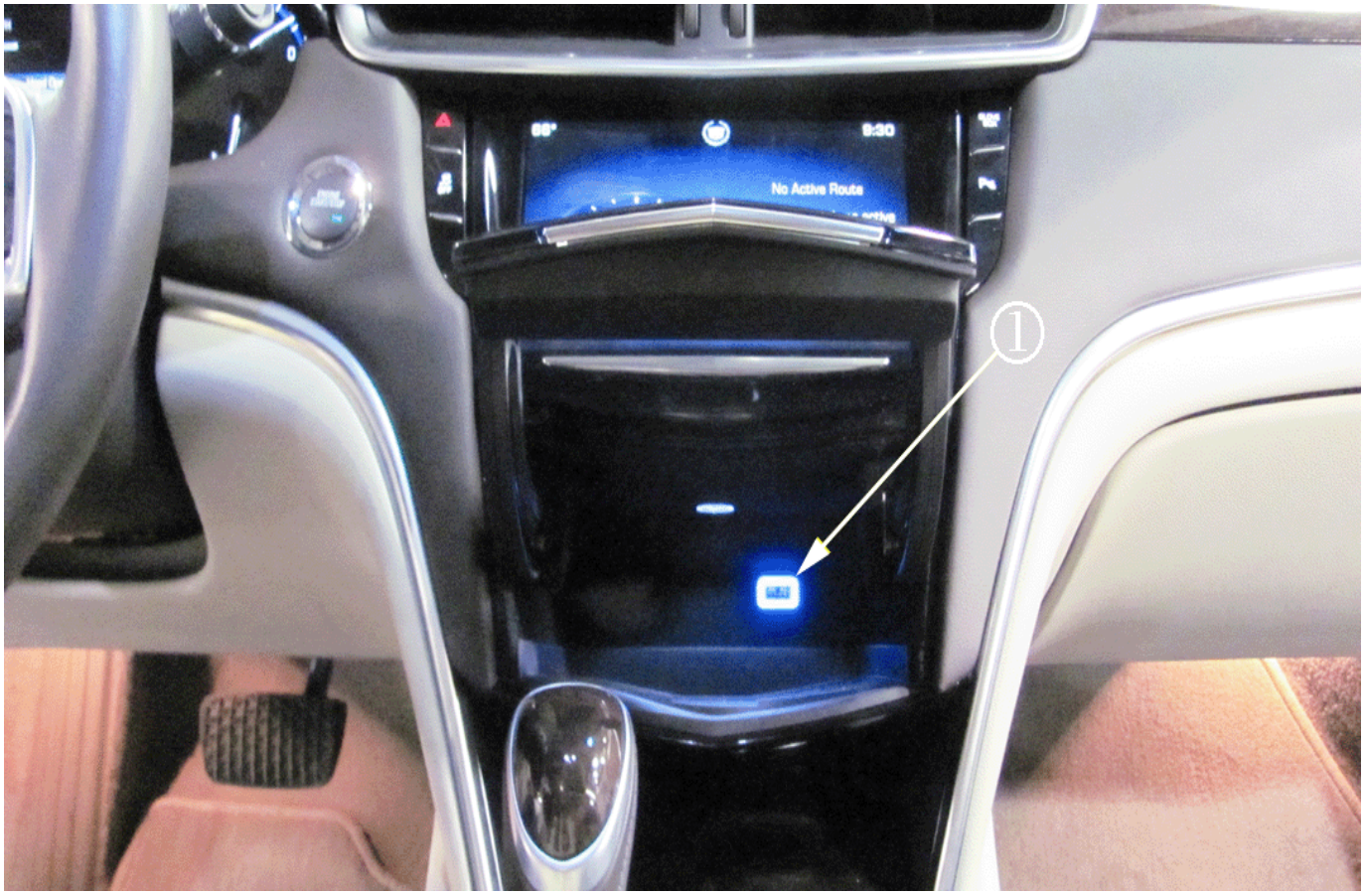
Reprogram the radio following these steps:

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: If this software is used on vehicles built AFTER March 7, 2013, the maps software will be DOWNGRADED.

Caution: DO NOT start the vehicle during this USB update. Damage may occur to the HMI module.

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. 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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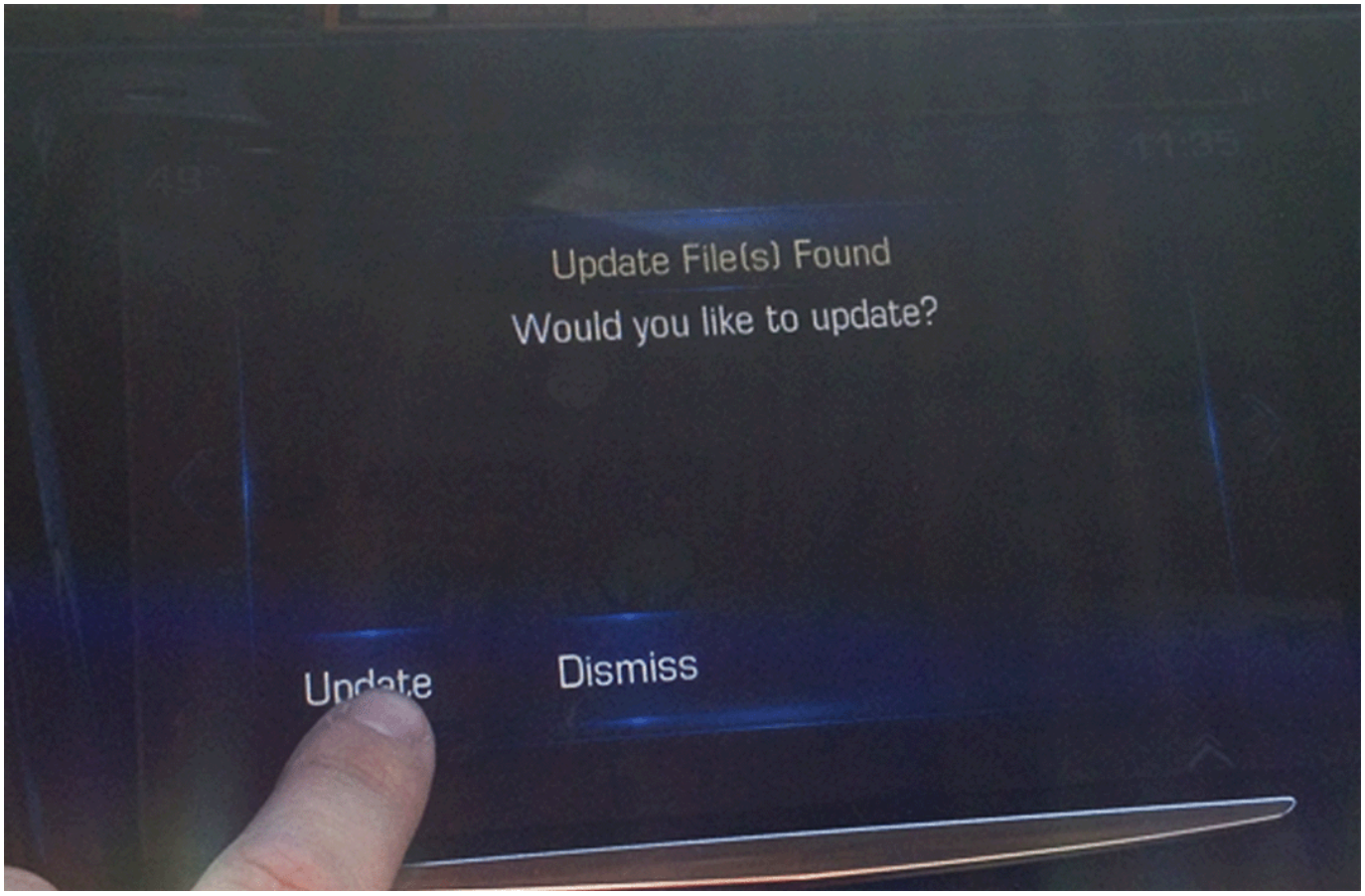
4. Insert the USB stick into the display USB port (1).
5. Close the radio assembly bin door.



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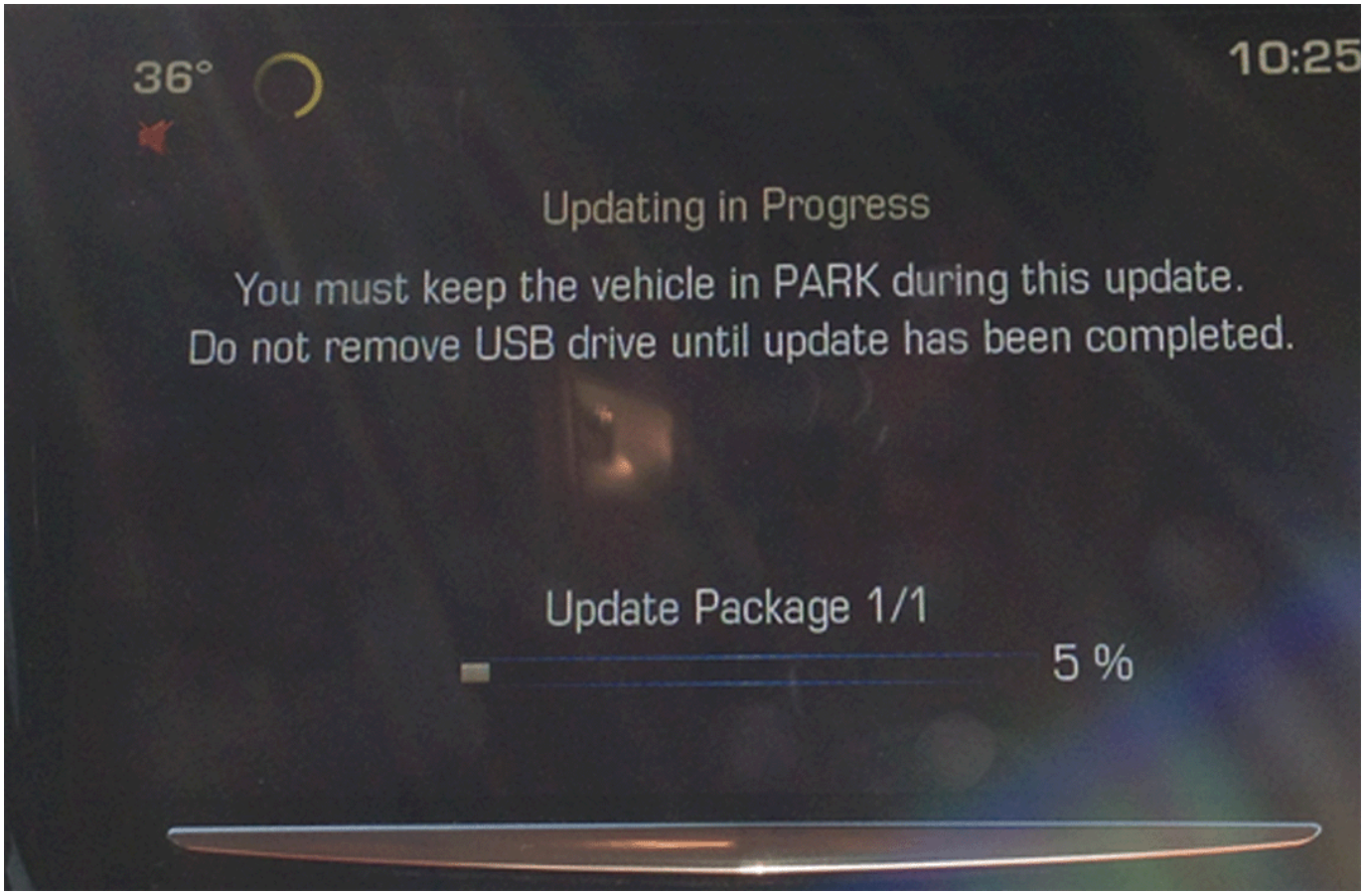
6. Select Update from the display.



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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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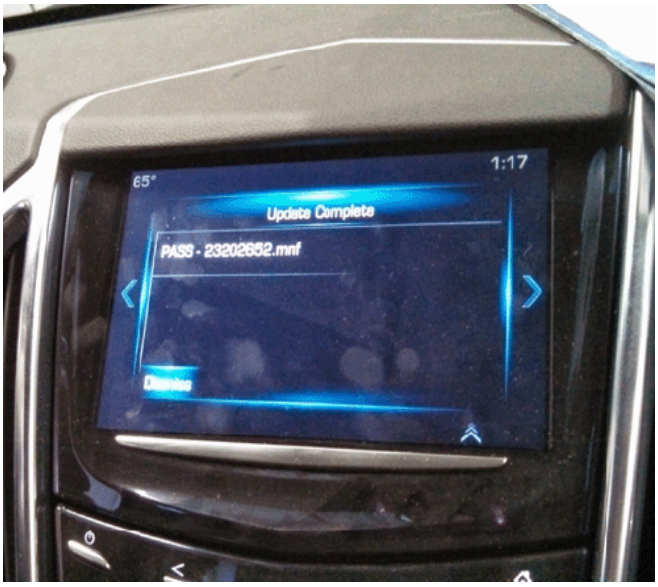

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Note: Update Complete screen for CUE system equipped with navigation system shown. Update Complete screen for CUE system without navigation is similar.

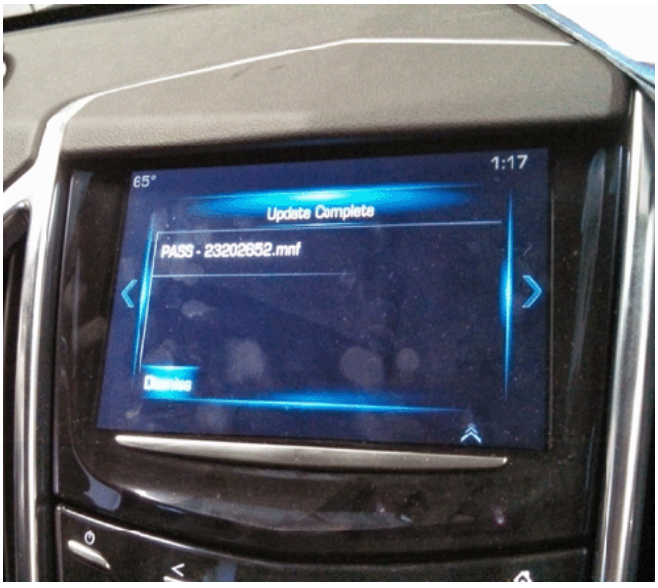
Note: If the “Calibrate Device” screen is NOT displayed, the Update Complete screen will appear on the display. The screen includes the following message: Pass — 23202652.mnf. Programming the Human Machine Interface Control Module (HMI) using TIS2WEB is NOT required. Perform step 10 and then proceed to step 14.

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

7. 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.
8. 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.

9. Program the Human Machine Interface Control Module (HMI) using TIS2WEB. Refer to SI and Service Programming System (SPS) documentation for programming instructions.
   - 9.1. Connect the MDI to the vehicle.
   - 9.2. Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
   - 9.3. Select *K74 Human Machine Interface Control Module -Programming* from the Supported Controllers screen.
   - 9.4. Follow the on-screen instructions.
10. Clear all diagnostic trouble codes (DTCs).



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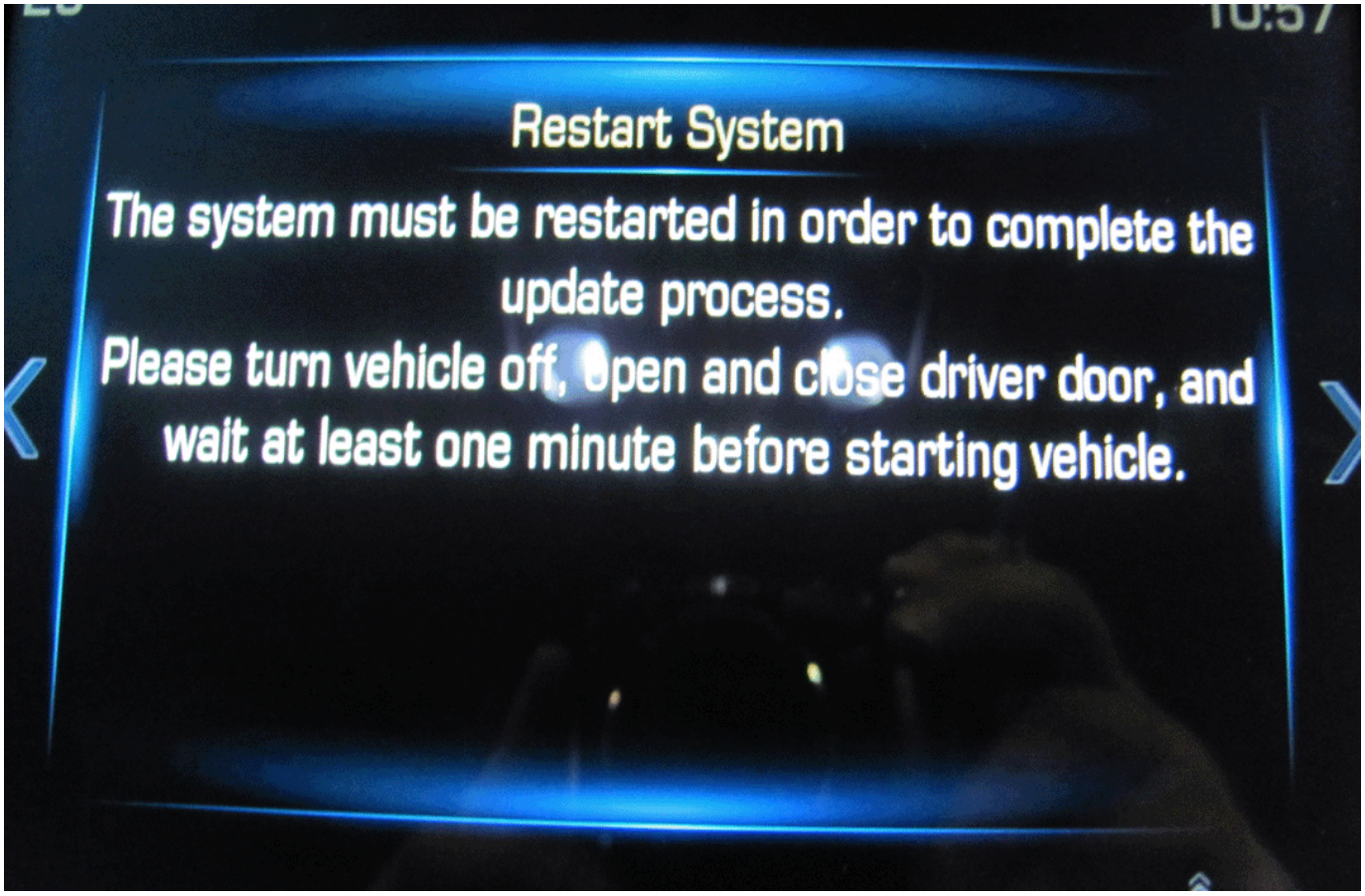
11. After programming the HMI module, the Update Complete screen will appear on the display. The screen includes the following message: Pass — 23202652.mnf.
12. Select Dismiss from the Update Complete screen.



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13. The Restart System Screen will appear on the display.
14. 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.
15. Re-enter customer information in the CUE System with the information collected in step 1. Refer to *Cadillac Customer Presets Form .*
16. Clear all diagnostic trouble codes (DTCs).

Parts Information

The service procedure contained in this bulletin will require the use of a USB stick. USB sticks will be shipped in a zip lock bag to Cadillac dealers via FedEx in the DWD box (U.S. dealers) and through regular mail in Canada, or will be sent by the local GM Aftersales Department as soon as received (Export).

This USB stick will update all involved vehicles. **DO NOT GIVE THE USB STICK TO THE CUSTOMER.** Do not order the USB stick from GMCC&A or the GM Nav Disc Center. If you have not received your USB stick, 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.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2880118*	CUE System Update With Navigation System	1.1 hrs
Add	Record and Re-enter Customer Presets (not for use on vehicles in dealer inventory)	0.5 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

Cadillac Customer Preset Form
This form is intended to capture a customer's information prior to the Software Update or reset. Please take the time prior to performing the upda

Please Note: It is the dealer's responsibility to notify the consumer that the Software Update will be installed, the reasons for the update (includi used for purposes of restoring the customer's prior settings. It is the dealer's responsibility to ensure this form is appropriately secured so that o with applicable law.	
Customer Information	First:
Vehicle Information	Model:

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 underlined 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 Fre
Radio:	
Manage Favorites:	Description: (Name on Screen)
	1.
	2.
	3.
	4.
	5.
	6.
	7.
	8.
	9.
	10.
	11.
	12.
	13.
	14.
	15.
	16.
	17.
	18.
	19.
	20.
Number of Favorites Shown:	Auto Record Number ___

Auto Volume (if equipped):	Off Low Med- Low Med M
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 S
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
Easy Exit Options	On Off
Chime Volume	Record Number:_____
Reverse Tilt Mirror	Off On-Driver and Passen
Lighting:	
Vehicle Locator Lights	On Off
Exit Lighting	Off 30 Sec 60 Sec 120 Se
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 O
Remote Start Auto-Cool Seats (if equipped)	On Off
Remote Start Auto-Heat Seats	On Off
Passive Door Unlock	All Doors Driver Door
Passive Door Lock	Off On With Horn Chirp O
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
Voice Volume
Prompts during Calls
Traffic:
Show Flow on Map
Show Icons on Map
Traffic Routing Preferences
Traffic Types:
Check the appropriate lines.
Map View:
Check the appropriate line
Audio Information
Routing Preference:
Route Style
Use Toll Roads
Use Freeways
Use Carpool Lanes
Avoid Slow Traffic
Use Ferries
Use Tunnels
Use Time Restricted Roads
Display “Places of Interest” Icons
If “Places of Interest” are on please check appropriate lines>

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 that the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – Warranty Parts Center
Use this form ONLY for U.S., Canadian and Mexico Dealers. Export markets located outside of North America must contact their regional Technical Assistance Center for assistance. To: Warranty Parts Center e-mail: warrantypartscenterUSA@gm.com or WPC Fax: 248-371-0192 Attn: Amina Winfrey Part Being Requested: **WPC706 — USB Kit for Cadillac CUE HMI Update (PI1062)** Dealer BAC (U.S.) /Dealer Code (Canada)/Dealer Number (Mexico): 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 e-mailing or faxing your part request to the Warranty Parts Center, please call WPC Customer Assistance at 248-371-9901/9902.