



Service Bulletin

PRELIMINARY INFORMATION

Subject: Call Hang Up Screen Remains Displayed After Bluetooth Call Has Ended

Models: 2009 - 2014 Cadillac CTS
with Navigation Radio (RPO UAV)

Condition/Concern

A customer may comment that when using Bluetooth and a call is ended, audio resumes on the radio but the display is stuck on the Hang Up screen. The customer may press the end call button or press the audio button and the display does not change. Furthermore, the customer may notice that the call has ended on their hand held device.

Note: Pressing the NAV button will allow the display to change to NAV screen but pressing the Audio button again will bring the "hang up" screen back.

Recommendation/Instructions

Important: Do Not Replace any parts for this concern.

Record the following information and call GM TAC to create a case:

1. Customer cell phone manufacturer, Model, Carrier, IOS?
2. Was the customer following a planned route when the concern occurred? If so, which of the following was being used Manual POI, Turn By Turn, or OnStar Destination Download?
3. Can an OnStar call be placed while the concern is present? If so, is the concern corrected when the OnStar call is ended?
4. Is the concern area related? If so, what is the address or cross streets?

Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

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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