



# Service Bulletin



## SERVICE UPDATE

**SUBJECT:** Service Update for Inventory and Customer Vehicles  
CUE System Software Update  
Expires with Base Warranty

**MODELS:** 2014 Cadillac CTS

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

### PURPOSE

This bulletin provides a service procedure to perform a Cadillac User Experience (CUE) software update on **certain** 2014 model year Cadillac CTS vehicles. These vehicles were used in an internal company evaluation of the CUE System Application Framework and downloadable apps. Upon completion of the evaluation, the "Apps Store" icon was not removed from the CUE system screen. If a customer selects the icon, the feature will not be available.

**This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.**

### VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians 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.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this service update.

SERVICE PROCEDURE

**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 it is updated with the latest software version. If you cannot access the calibration, call the Techline Customer Support Center and a VCI number will be provided.

**Note:** Program the Human Machine Interface Control Module (HMI) using TIS2WEB Only. Programming with a USB drive is NOT required.

1. 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 the programming event has been completed.
2. Connect the MDI to the vehicle.
3. Program the Human Machine Interface Control Module (HMI) using TIS2WEB. Refer to SI and Service Programming System (SPS) documentation for programming instructions.
4. Select J2534 MDI and Reprogram ECU from the Select Diagnostic Tool and Programming Process screen.
5. Select *K74 Human Machine Interface Control Module -- Programming* from the Supported Controllers screen.
6. Follow the on-screen instructions.
7. Clear all diagnostic trouble codes (DTCs).
8. Ignition OFF, Retained Accessory Power (RAP) OFF, remove the key fob from range of the vehicle, and let the vehicle sit for five minutes. Retest system operation to verify the repair.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100487	Program HMI	0.3

## DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

