Subject: Software Update (Over the Air) for Electronic Climate Control System

Date: June 26, 2015

Models:
2015 Cadillac ATS, CTS, Escalade, XTS
2015 Chevrolet Colorado, Corvette, Silverado, Suburban, Tahoe
2015 GMC Canyon, Sierra, Yukon Models
2015 Buick Encore
All HVAC RPO's

Select 2015 vehicles will receive a software download via OnStar® to update the software for the Electronic Climate Control (ECC) system. The update will be performed on Dealer Inventory vehicles, with the update occurring during the night time hours of 1am to 5am EDT. Updates will be rolled out to the inventory starting 6/29/2015 and complete by end of September 2015. No further action is required by the dealer. This update will take approximately 15 minutes.

Frequently Asked Questions Guide
General and Dealer Stock Information

What is the service update for?
The update will provide software changes to help enhance the performance of the climate control system.

Why is this update being performed?
A small number of vehicles have reported inconsistent performance with their HVAC system. This update is intended to prevent future occurrences and to improve the customer's ownership experience.

Do I need to physically do anything for the update to be performed on my stock units?
Unsold vehicles in dealer inventory will be updated automatically; no further action is required by the dealer.

When will my stock vehicles receive the update? How long will it take?
The update will be sent between 1am – 5am EDT and will take approximately 15 minutes. Updates will be rolled out to the inventory starting 6/29/2015 and complete by end of September 2015.

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 my vehicle display or exhibit anything unusual during the update process?
Yes, the backlighting on the radio center screen may illuminate during portions of the update.

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 15 minutes once the update begins, as all vehicles functions are disabled, except for communication between OnStar module and the ECC module.

Can I get a list of vehicles that are scheduled to receive the update?
A list of VINs with BAC code is attached to this communication

You are updating inventory vehicles. What are you doing for customer owned vehicles?
You will receive subsequent communication regarding customer vehicles.

What if I sell a stock vehicle before it has been updated?
OnStar account information is checked daily before attempting to update a vehicle. If the vehicle's OnStar account shows the vehicle is still under dealer control, we will attempt the update. If the OnStar account shows it has transferred to a Customer account, then the update will not be attempted.

You will receive subsequent communication regarding customer vehicles.