

GM CUSTOMER CARE AND AFTERSALES  
DCS3822  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 26, 2015

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

Models: 2015 Cadillac CTS, Escalade, XTS  
2015 Chevrolet Colorado, Corvette, Silverado, Suburban, Tahoe  
2015 GMC Canyon, Sierra, Yukon  
2015 Buick Encore

To: All General Motors Dealers

Select 2015 model year vehicles will receive a software download via OnStar® to update the software for the Electronic Climate Control (ECC) system. This update is being piloted on a few hundred customer vehicles in the mid-October thru mid-December timeframe. Pending the successful completion of the pilot updates, rollout to the general vehicle population will begin in January 2016. Owners will have the option of accepting the update or they may choose to have it performed at their dealer. For customers that opt to use the over-the-air (OTA) option, the update will take approximately 15 minutes to complete. For customers that opt to have the update completed at the dealership, the update will be a normal ECC reprogramming event, tied to labor code 2810015 using the service procedure described below.

## **SERVICE PROCEDURE**

**Note:** Carefully read and follow instructions below.

- 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. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the ECU is not properly configured with the correct calibration software, the ECU will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or ECU damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.

- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Reprogram the HVAC System Control Module. Refer to *HVAC System Control Module Programming and Setup* in SI.

## WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type.

Labor Code	Description	Labor Time
2810015	Reprogram HVAC System Control Module with SPS	0.3

## FREQUENTLY ASKED QUESTIONS GUIDE

### General Information

#### **What is the over-the-air (OTA) update for?**

The update will provide software changes to help ensure that the climate control system continues to perform properly.

#### **How will customers be notified about this update?**

Customers will receive a letter from GM explaining the update. A few weeks after receiving the letter, they will be prompted by a notice they will receive on the radio display in their vehicle.

#### **If the customer comes into the dealership, should I do the update?**

Yes. If the customer has been contacted by General Motors and prefers not to have the update performed over the air, the dealer should refer to PIT5383 for programming instructions.

#### **Why is General Motors using OTA technology to perform this update?**

Delivering an over the air software update is the fastest and most comprehensive way to install the update. Providing an OTA option for software updates will increase customer convenience and will improve the customer experience.

#### **Video of the OTA update – by radio RPO:**

Below are links to videos of the OTA process by radio RPO code group. Each group lists the models that could utilize that radio type.

#### **IO5/IO6:**

<https://gm.primetime.mediaplatform.com/#!/video/3087/ECC+--+IO5 IO6+Radio>

Cadillac CTS, Escalade, XTS

Chevrolet Colorado, Corvette, Silverado, Suburban, Tahoe

GMC Canyon, Sierra, Yukon

#### **IO3/IO4:**

<https://gm.primetime.mediaplatform.com/#!/video/3086/ECC+--+IO3 IO4+Radio>

Chevrolet Colorado, Silverado, Suburban, Tahoe

GMC Canyon, Sierra

## **UFU/UGH:**

[https://gm.primetime.mediaplatform.com/#!/video/3088/ECC+--+UFU\\_UGH+Radio](https://gm.primetime.mediaplatform.com/#!/video/3088/ECC+--+UFU_UGH+Radio)

Buick Encore

### Customer Information

#### **What is the over-the-air (OTA) update for?**

The update will provide software changes to help ensure that the climate control system continues to perform properly.

#### **How long will the update take to complete?**

The update will take about 15 minutes to complete over the air. If performed at the dealer, your dealership can provide you with the most accurate estimate at the time you schedule your appointment.

#### **When will the update occur?**

The customer will be prompted by a notification on the vehicle radio display. Once the over the air update is accepted by the customer and the vehicle ignition is 'Off', the update process will begin.

#### **Will the update be started even if the customer is driving their car at the time?**

No, the update will not start until the customer has accepted the update and the vehicle ignition is 'Off'.

#### **Will the customer be able to use or drive their vehicle when the update is in progress?**

No, the vehicle will not be able to be used or driven once the update begins, and the customer should not attempt to operate any of the vehicle's features while the update is in progress. Some features, like power window operation, will be disabled while the OTA update is in progress. These features will perform normally once the update is completed.

#### **Is there anything special a customer needs to do to prepare for the update?**

Yes. They will need to park the vehicle at a safe and secure location with the ignition kept in the off position for the duration of the update (15 minutes). If they plan to leave the vehicle during the update, they should close all of the windows before accepting the update, being advised that their windows will not be operational once the update begins. Also, they should lock all doors and take any valuables with them, as well as their remote keyless entry (RKE) transmitter to prevent an accidental lockout.

#### **Will the vehicle display or exhibit anything unusual during the update process?**

Yes,

- There will be a progress bar on the radio display during the update process. This is normal and will turn off once the update has been completed. Upon completion, the vehicle will display a "Climate Control System Update Complete" message.
- If there is a prompt to update the vehicle's software, and the customer opts to update the vehicle "Later", the radio may not function normally in the accessory mode (after the vehicle has been turned off, but before the driver door has opened). The radio can be turned on by pressing in the Radio ON (volume) button. The radio accessory function will return to normal operation once the update has been completed.

- OnStar or Bluetooth calls should not be attempted during the update, as calls can be dropped or audio may not be available.

### **How can a customer accept or opt in for this update?**

A customer can accept or opt in for this remote update by pressing or selecting the “Now” prompt when they receive notification in their vehicle. If they would like to perform the update via over the air but are not prepared to do it at the time of notification, they may select the “Later” option, which will give them an opportunity to perform the update at a later time. If they choose “Later”, they will receive another prompt to perform the update, at which point they will have another opportunity to update “Now”, “Later” or “Delete” (which is equivalent to opting out).

### **Can a customer decline or opt out of this update, if so how?**

Yes, a customer can decline or opt out of the OTA update by pressing or selecting the “Delete” prompt when they receive it in the vehicle

### **If a customer declines or opts out of the remote update, can they still get the update at a dealership?**

Yes. They can schedule an appointment with a dealer to have the update completed. Procedures are available in PIT5383.

### **How will a customer know that their vehicle had the update completed?**

An audible message will play and a text message will be displayed on the vehicle’s radio display stating, “Climate Control System Update Complete”. This message will be played twice; once when the update has been completed and then when the vehicle is started. The message will display for less than 30 seconds.

### **What if the customer does not feel comfortable with the OTA update option or what if they are not sure whether the service update was completed properly?**

The customer can always schedule an appointment with a dealer to complete the update. Procedures available in PIT5383.

### **Will my vehicle display or exhibit anything differently after the update process?**

Upon completion of the update via over the air or traditional dealer update, some vehicle models with selectable information may experience some of the following:

- On clusters with a selectable Driver Information Center (DIC) that displays information like speed, audio, compass, etc., upon completion of the update:
  - the DIC may default to the Audio selection; and
  - Average fuel economy values may be reset.
- On clusters with selectable themes (e.g.; Performance, Sport, etc...), the theme may revert back to normal (default) mode.

Once the over-the-air update has completed, the customer can reset any of their personal preferences that have been affected by the update using procedures outlined in their owner’s manual.

END OF MESSAGE