

# Customer Satisfaction Program

## 16045 Advanced Park Assist Function Not Enabled



Reference Number: N16206409

Release Date: November 2016  
Revision: 00

**Attention:** This program is in effect until November 30, 2018.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT6	2017	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2017 model year Cadillac CT6 vehicles may have been built without the capability of the Advanced Park Assist function. The message on the Driver Information Center will display "Advanced Park Assist Not Available" when the function is requested by the driver.
<b>Correction</b>	Dealers are to replace the existing radio receiver with a new radio receiver that has updated software installed. The receiver will need to be reprogrammed with new calibration files.

### Parts

Quantity	Part Name	Part No.
1	Radio Asm - Receiver	84102336
1	Radio Asm - Receiver	84102335
1	Radio Asm - Receiver	84102318

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which radio receiver assembly to order.

For US and Canada: The parts required for this program are on restriction and need to be obtained from an Electronic Service Center (ESC). Please refer to your "involved vehicles listing" before ordering parts. These parts will be on Order Writing control and all orders placed through GMCCA will cancel.

Note: See Global Connect Message #06-00-89-032A for escalation process for critical orders for ESC.

For Export: Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your "involved vehicles listing" before ordering parts. Order parts through your EPIC system.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102680	Radio Replacement (Includes Programming and Setup)	1.3	ZFAT	N/A

### Service Procedure

1. Replace the radio receiver assembly. Refer to *Radio Replacement* in SI.
2. Contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 and inform them you are performing Bulletin #16045. They will reconfigure the radio in SPS for correct radio programming.
3. Program the new radio receiver in SPS by selecting A11 Radio – Programming.

### Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through November 30, 2018. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this

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bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through November 30, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

### Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

### Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**

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November 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

We have learned that your 2017 model year Cadillac CT6 may have been built without the capability of the Advanced Park Assist function. The message on the Driver Information Center will display "Advanced Park Assist Not Available" when the function is requested by the driver.

Your satisfaction with your Cadillac CT6 is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

**What We Will Do:** Your GM dealer will replace the existing radio receiver with a new radio receiver that has updated software installed. The receiver will need to be reprogrammed with new calibration files. This service will be performed for you at **no charge until November 30, 2018**. After that, any applicable warranty will apply.

**What You Should Do:** To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Cadillac CT6 vehicle provides you many miles of enjoyable driving.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

16045

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4234  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 1, 2016

Subject: 16045 - Customer Satisfaction Program  
Advanced Park Assist Function Not Enabled

Models: 2017 Cadillac CT6

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program 16045 today. The total number of U.S. vehicles involved is 837. Please see the attached bulletin for details.

**Customer Letter Mailing**

The customer letter mailing will begin on November 15, 2016.

**Global Warranty Management (GWM)**

The Investigate Vehicle History (IVH) screen in the GWM system will be updated November 2, 2016. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until the VIN appears in IVH.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS