Service Bulletin

INFORMATION

Subject: **Upgrade to Enhanced Cadillac CUE and Apple CarPlay Capability**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS-V	2016	2016	SOP	G0108844	3.6L Twin Turbo (RPO-LF4)	All

Condition	Early 2016 model year ATS-V Coupe's and Sedan's were equipped with Cadillac CUE 2.0 hardware and software, which does not include Apple CarPlay. An enhanced Cadillac CUE hardware and software is now available which includes enhancements to the user interface, system responsiveness and capability, and Phone Projection for Apple CarPlay.
Cause	The 2016 Cadillac ATS-V Coupe and Sedan production began prior to the enhanced Cadillac CUE availability.

Correction

The following steps should be taken on vehicles equipped with Cadillac CUE 2.0:

1. Confirm that the vehicle is not already equipped with enhanced Cadillac CUE (CUE 2.5).

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• If the following condition exists, the vehicle is already equipped with enhanced CUE and no further action is required.

 – The Projection icon is on the home screen.

2. If the vehicle is not equipped with enhanced Cadillac CUE, replace the Human Interface Control Module (HMI Module). Refer to Human Machine Interface Control Module Replacement in SI.

3. Replace the radio receiver. Refer to Radio Replacement in SI.

4. Replace the USB and audio disc player receptacle located in the center console storage bin. Refer to Audio Disc Player, USB, Auxiliary In, and Memory Card Receptacle Replacement in SI.

5. Contact Techline Customer Support Center (TCSC) at 1-800-828-6860 English or 1-800-503-3222 French, to have the VIN remapped to the new infotainment calibrations for the new radio and HMI module.

6. After all the parts have been replaced and TCSC is contacted, Reprogram the HMI module and the radio receiver. Refer to Human Machine Interface Control Module Programming and Setup and Radio Programming and Setup in SI.

Key Features to Enhanced Cadillac CUE (CUE 2.5)

Below is a list of key features included with enhanced Cadillac CUE.

• Faster performance and response.

• Phone projection capability for Apple CarPlay.

• Improved navigation interface enabling faster address searches and access to over 1.5 million points of interest.

• Improved vehicle voice recognition and additional access to smart phone voice recognition.

- Improved and additional radio tuning options for FM, AM, and Sirius XM satellite radio.
- Ability to browse personal devise audio files via Bluetooth.

Important: Inform the customer that Timeshift is no longer available after the upgrade. Also, there is no longer an SD Card slot in the new USB receptacle.

Additional Information for Customer Enthusiasm

The above procedure is encouraged to be performed prior to delivery to a customer for all unsold new vehicles in dealers' possession.

For vehicles that have been delivered to a customer, a letter will be mailed the week of January 11th, 2016 to the customer of the available upgrade.

Note: All receipts or supporting documents must be retained with the Repair Order for each customer enthusiasm item provided to the customer.

- When scheduling the appointment for the customer, offer them vehicle pick-up and drop-off service at their home or office. CTA vehicles should be used for this service. If not enrolled in the CTA program, a rental may be used.
- Before returning the vehicle to the customer the vehicle needs to be fueled and washed inside and out.
- When contacting the customer for pick-up, offer them an appointment with the Certified Technology Expert to assist in repairing their phone and/or to explain how Apple-Car Play operates.
- After the vehicle has been returned to its owner, schedule a follow-up contact within seven days. The objective is to verify the owner is satisfied with the update and that no residual issues remain.

Parts Information

Description	Part Number	Equipped with:
RECEPTACLE ASM-AUDIO PLYR & USB *WHITE	23217326	IO5 or IO6
MODULE ASM-HMI CONT	23415899	IO6
MODULE ASM-HMI CONT	23415901	IO5
RADIO ASM-RECEIVER	23402903	U2M
RADIO ASM-RECEIVER	23402905	U2K

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
0600134*	Update Vehicles with Cadillac CUE 2.5 Hardware and Software	3.3 hr
* This is a unique labor operation for bulletin use only. Labor codes are valid until 12/31/2016.		

The customer enthusiasm labor codes below can only
be used on retailed vehicles.

Labor Operation	Description	
0600275*	Courtesy Transportation (can only be used if NOT enrolled in the CTA program)	Maximum of three days
0600265*	Full Service Wash	Maximum $20
0600255*	Fuel Fill	Maximum $50
0600245*	Vehicle Pick-up and/or Drop-off Service	Maximum $175
* This is a unique labor operation for bulletin use only. Labor codes are valid until 12/31/2016.		

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