

# Customer Satisfaction Program

## 17328 Radio Module Software Update



**Reference Number:** N172117760

**Release Date:** November 2017

**Revision:** 02

**Revision Description:** The Update Procedure has been revised. Please discard all previous copies of bulletin 17328-01.

**Attention:** Reprogramming of the vehicles involved in this field action will be initially attempted by OnStar through in-vehicle prompts from the radio display. If the remote vehicle update is unsuccessful or the customer declines this service, dealers will be required to reprogram the vehicle with the new software package. In export markets without OnStar, remote vehicle updates are not possible, so dealers in those areas will be required to reprogram all involved vehicles. This product field action is in effect until October 31, 2019.

All involved vehicles are identified by Vehicle Identification Number (VIN) on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. **During the service write-up process, dealership personnel should check IVH to determine if installation of the new software package has already been completed. If the remote vehicle update has been downloaded or installed, DO NOT install the update via USB. Otherwise, proceed to Update Procedure Using TIS2WEB (USB Download).**

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS	2018	2018	IOS or IOT	Cadillac User Experience
	ATS-V				
	CTS				
	CTS-V				
GMC	Terrain	2018	2018	IOS, IOT or IOU	GMC Infotainment System

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>	All 2018 model year Cadillac ATS, ATS-V, CTS, CTS-V and GMC Terrain vehicles need to be reprogrammed with an updated software package. This new software package will provide changes to the climate control system, certain audio features and the in-vehicle navigation system so they continue to function properly. The changes will also prevent instances of intermittent system lock-up.
<b>Update</b>	OnStar will update vehicles remotely through in-vehicle prompts from the radio display. However, some customers may decline the vehicle update or the update is attempted, but is not successful. In such cases, and in all export markets, dealers will be required to reprogram the vehicle with the new software package.

### Parts

No parts are required.

### Claim Information

Labor Operation	Description	Labor Time	Trans. Type
9103455*	Module Programming Not Required	0.2	ZFAT
9103456*	Perform Remote Vehicle Update (Without USB)	0.3	ZFAT
9103457**	Reprogram Radio with USB (Includes Removing Remote Vehicle Update Files Prior to USB Update)	0.7	ZFAT

\* SPS Warranty Claim Code is NOT required when submitting this transaction.

\*\* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction.

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### Update Procedure

**Important:** All involved vehicles are identified by Vehicle Identification Number (VIN) on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. **During the service write-up process, dealership personnel should check IVH to determine if installation of the new software package has already been completed. If the remote vehicle update has been downloaded or installed, DO NOT install the update via USB.**

The update procedure in this bulletin includes the following four sections:

- Determining Where to Start – Checking for Update Status
- Update Procedure Using Remote Vehicle Update
- Update Procedure Using TIS2WEB (USB Download)
- Troubleshooting

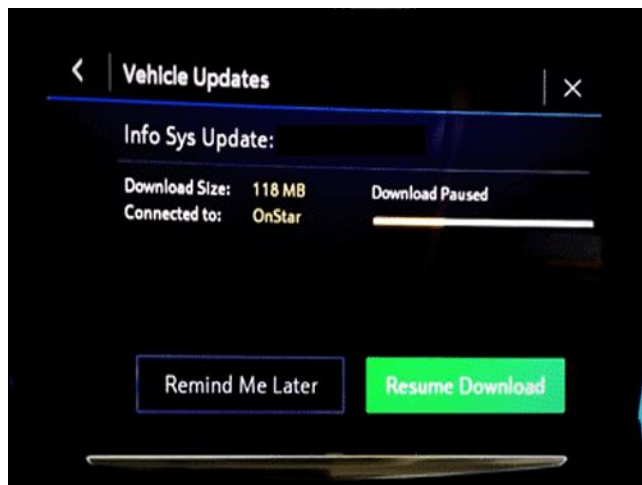
DO NOT attempt to complete the programming event without reading *Determining Where to Start – Checking for Update Status* first to avoid programming failures or module lockup conditions.

### Determining Where to Start – Checking for Update Status

The process used for this update is dependent on the initial status of the software. Select “Settings” and “Updates” on the radio screen to check the status of the software.

To determine if the vehicle requires a software update:

- From the radio home screen, select “Settings” then “Vehicle Software”. Under “About”, locate the Build Number. If the build number is anything other than 20.9, proceed with software update.



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**Caution:** If Vehicle Update screen shows “Info Sys Update”, do not use TIS2WEB or insert a USB stick. Use of the USB stick when the Remote Update has already been downloaded, installed, or paused during installation could result in program failures or module lockup condition. The update should be completed using the Remote Vehicle Update procedure, following prompts on the infotainment screen. Refer to *Update Procedure Using Remote Vehicle Update* after reading the remaining information in this section if the Remote Update has already been downloaded to the radio.

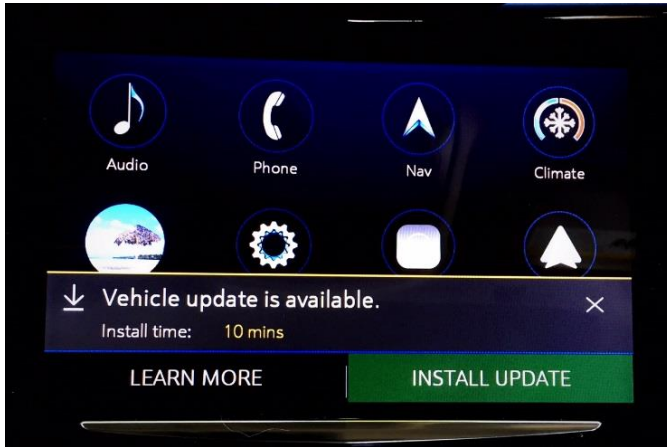
- If the remote vehicle update has been downloaded or installed, DO NOT install the update via USB. Complete the remote vehicle update.
- If the remote vehicle update CAN NOT be completed, the radio must be updated through SPS and USB. Refer to *Update Procedure Using SPS* in this bulletin.
- After the remote vehicle update has been completed, verify there are no updates. Select “Settings”, scroll down to “Updates” and select “Updates”.

# Customer Satisfaction Program

## 17328 Radio Module Software Update

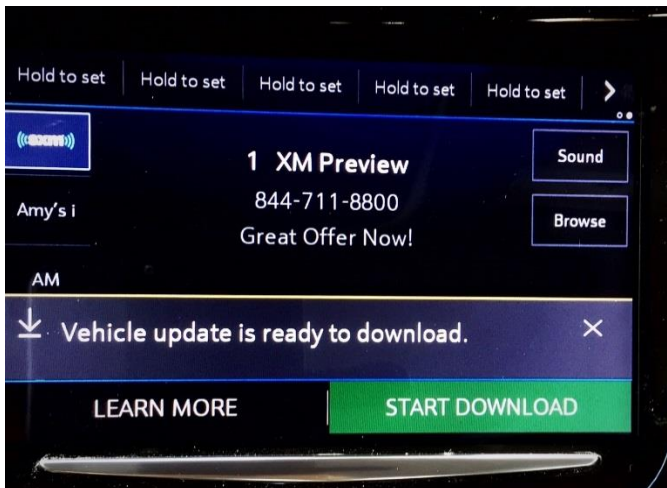


### Update Procedure Using Remote Vehicle Update



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1. Start the vehicle to determine if the update has been downloaded to the radio. The vehicle must be running for the update screen to be shown.
  - If the radio has downloaded the remote vehicle update and the radio is ready to be updated, the screen above will be shown when the vehicle transitions to park. Select Install Update and follow on the on-screen prompts.



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- If the remote vehicle update has not been downloaded, select "Start Download" as shown above.



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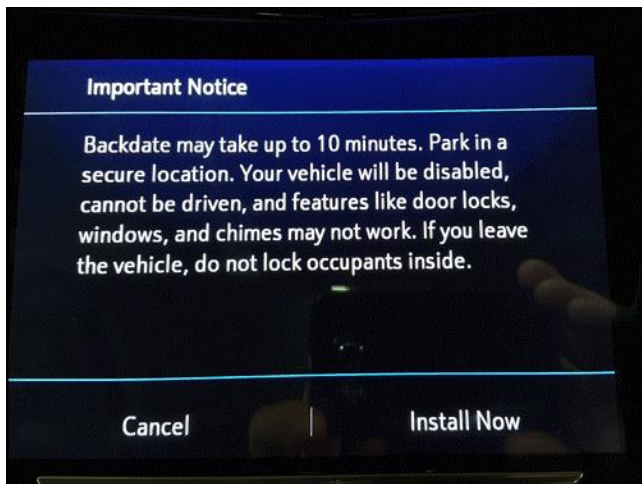
# Customer Satisfaction Program

## 17328 Radio Module Software Update



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- If the vehicle needs to download the remote vehicle update file or the “Install Update” screen does not appear, select “Settings”, scroll down to “Updates” and select “Updates” to download the remote vehicle update.
- If there are no updates available, verify the software version. If the build number is anything other than 20.9, update through USB.



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**Important:** During installation, the vehicle will be disabled and cannot be driven. Features like door locks, windows and chimes may not work. If you leave the vehicle, **DO NOT** lock occupants inside.

**Note:** Download may pause due to cellular connection speed. If the download pauses, click resume to continue. If the download takes longer than 30 minutes, see the “Troubleshooting” section.

2. Once the remote vehicle update has completed, verify there are no updates. Select “Settings”, scroll down to “Updates” and select “Updates”. If no updates are available, no further action required.

### Update Procedure Using TIS2WEB (USB Download)

**Caution:** If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required. Refer to the Warranty section of the bulletin and use labor operation code 9103455, Module Programming Not Required.

**Caution:** Do not use TIS2WEB or insert a USB stick if a Remote Update has been downloaded to the radio. Use of the USB stick when the Remote Update has already been downloaded, installed, or paused during installation could result in program failures or module lockup condition.

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

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this update procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI)

# Customer Satisfaction Program

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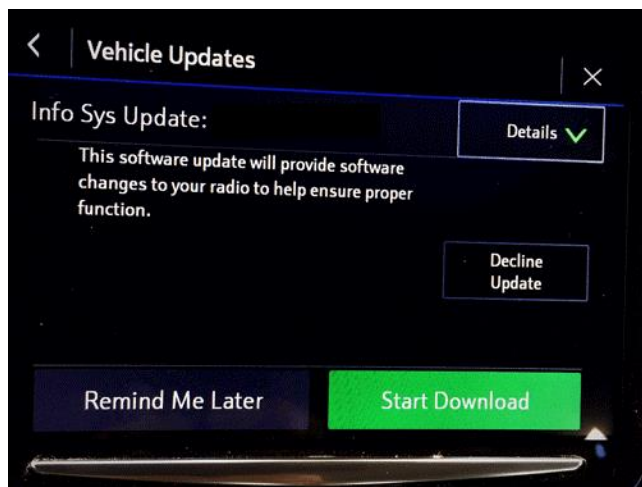
with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.

- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module 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 control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required 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.
- Refer to *Radio Programming and Setup* for additional information on programming.

**Important:** During USB programming, be sure to keep the vehicle doors closed.

**Important:** For every vehicle that needs to be updated through USB, be sure to download the files through TIS2WEB on a USB drive each time for each vehicle. DO NOT use the same files downloaded from a previous vehicle. Use a USB drive with a minimum size of 2 gigabytes, however, 16 gigabytes is preferable.

1. Before downloading begins, be sure the driver side door is either closed or the driver side door latch is closed.
2. Go to “Settings”, then “Updates” to determine if there is already a Remote Vehicle Update installed, the package must be deleted.

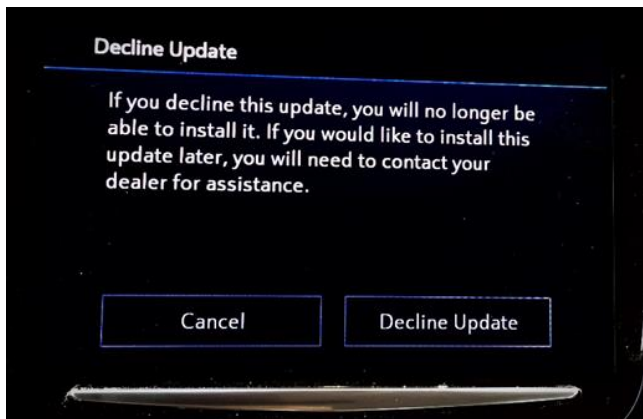


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# Customer Satisfaction Program

## 17328 Radio Module Software Update

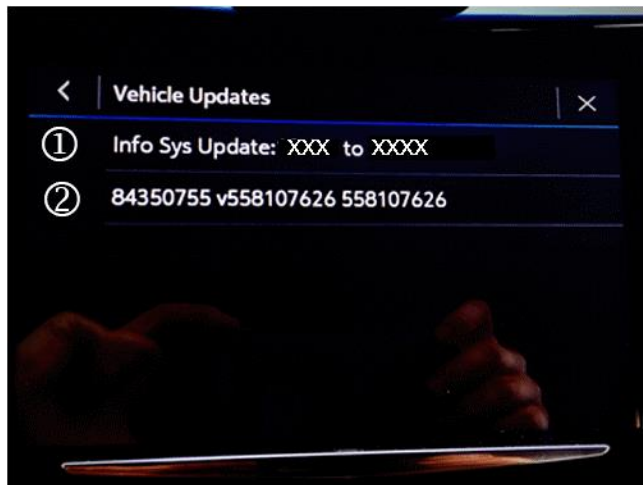


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- 2.1. If a Remote Vehicle Update exists on the vehicle, click “Details,” to reveal the Decline Update option.
- 2.2. To delete the Remote Vehicle Update, click on “Decline Update”. On the next screen, click “Decline Update” again.

**Important:** Before downloading the USB update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD the files wirelessly.

3. Start SPS, select Radio – USB File Transfer and follow on-screen instructions.
4. Record SPS Warranty Claim Code on job card for warranty transaction submission.
5. Insert USB into vehicle. On the radio screen, select “Settings, “Updates” and select “Updates”.



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6. If a Remote Vehicle Update exists on the vehicle and has not been declined, the screen above will be displayed. Select the “Info Sys Update” option and follow steps 1.1 and 1.2 to decline the update before continuing with the USB update.
7. Once the Remote Vehicle Update has been declined, select the USB file (2) to continue programming the SPS update.

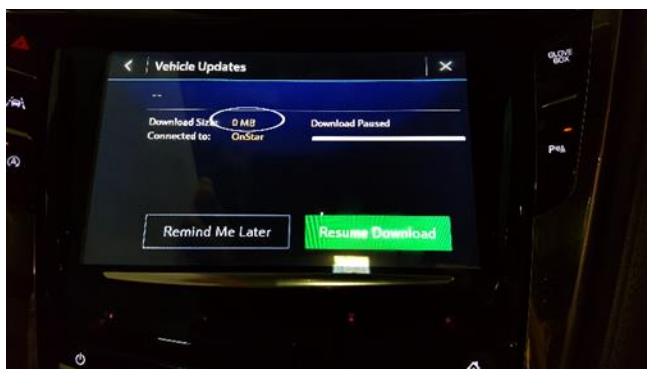
### Troubleshooting

**Important:** When downloading USB update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD the files wirelessly.

**Important:** If using a SANDISK USB drive and there are any errors, try using a different brand USB drive.

**Note:** IVH may take 24-48 hours to update and show closed if the remote vehicle update has been completed remotely.

## Customer Satisfaction Program 17328 Radio Module Software Update



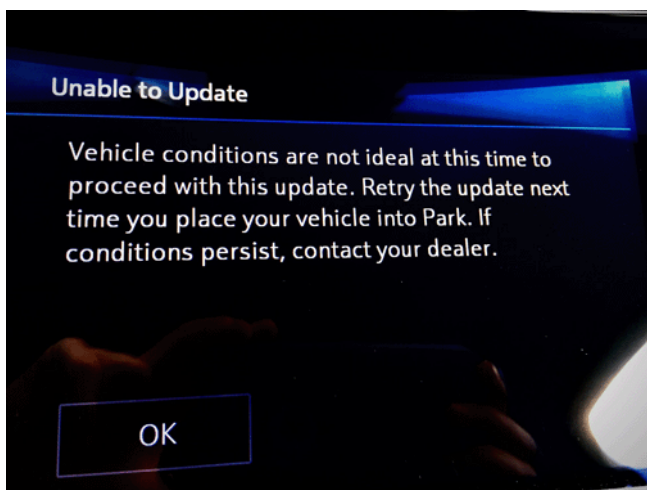
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If a USB was installed during a paused Remote Vehicle Update download, the paused update screen will have a blank update title and a 0 MB file size.

To correct this:

- Turn the vehicle off, and remove the USB device from the vehicle.
- Contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (1-800-503-3222 French) for assistance.

If the Vehicle Updates screen shows a blank update title, follow steps 1 and 2 of the “Update Procedure Using SPS” to decline the package and then proceed with USB programming.



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# Customer Satisfaction Program

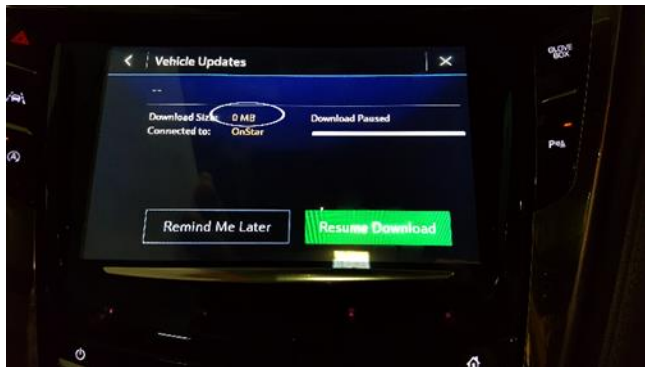
## 17328 Radio Module Software Update



If this screen above is shown when trying to update the radio through USB, use a different USB drive, format to FAT32 and try to download the update through TIS2WEB again. If the screen above is shown again, contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (1-800-503-3222 French) for assistance.

If the Remote Vehicle Update takes longer than 30 minutes to download, or the radio displays “Unable to Update”:

- The Remote Vehicle Update download must be paused. During download the update cannot be deleted. Continue with the Update Procedure through SPS.



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- After programming via Update Procedure through SPS navigate to Vehicle Settings – Updates. A screen will be displayed that an update is available to continue downloading. The paused update screen will have a blank update title and a 0 MB file size.
- Contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (1-800-503-3222 French) for assistance.

### 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 update 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 until the update is completed.

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 update 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 October 31, 2019. 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 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 October 31, 2019, 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 Satisfaction Program

## 17328 Radio Module Software Update



### Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin). When possible, involved USA customers will also be notified via e-mail.

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

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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**

# Customer Satisfaction Program

## 17328 Radio Module Software Update



October 2017

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

Dear General Motors Customer:

As the owner of a 2018 model year Cadillac ATS, ATS-V, CTS, CTS-V or a GMC Terrain vehicle, your satisfaction is very important to us. This letter is to inform you of a software update that will soon be available for your vehicle. This software update will provide changes to your radio to help the climate control system, certain audio features and the in-vehicle navigation system continue to function properly. The changes will also prevent instances of intermittent system lock-up. The software update will be provided to you at **no charge**.

We are rolling out this software update package to owners in phases beginning October 24, 2017. The update will be performed remotely, through in-vehicle prompts from the radio display. When the software update package becomes available for your vehicle, you will be notified through those in-vehicle prompts.

The software download and installation occurs as a two-step process. First, you will be asked to accept the download of the software update package. The vehicle must be parked to accept the download, but after you accept the download you will be able to use your vehicle normally during the download. Once it is complete, you will then be asked to accept the installation of the software update. During installation, your vehicle must be parked.

The software installation will take up to 15 minutes to complete and will begin after you accept the installation and follow the on-screen instructions while your vehicle is parked. You do not need to remain in your vehicle during the software installation, and please take note that your vehicle will not be operational during the software installation process.

For more information about the remote vehicle update process, please refer to the appropriate "Learn About Page" at:

ATS Coupe: [my.cadillac.com/learn/2018/ATS%20Coupe](http://my.cadillac.com/learn/2018/ATS%20Coupe)  
ATS Sedan: [my.cadillac.com/learn/2018/ATS%20Sedan](http://my.cadillac.com/learn/2018/ATS%20Sedan)  
ATS-V Coupe: [my.cadillac.com/learn/2018/ATS-V%20Coupe](http://my.cadillac.com/learn/2018/ATS-V%20Coupe)  
ATS-V Sedan: [my.cadillac.com/learn/2018/ATS-V%20Sedan](http://my.cadillac.com/learn/2018/ATS-V%20Sedan)  
CTS Sedan: [my.cadillac.com/learn/2018/CTS%20Sedan](http://my.cadillac.com/learn/2018/CTS%20Sedan)  
CTS-V Sedan: [my.cadillac.com/learn/2018/CTS-V%20Sedan](http://my.cadillac.com/learn/2018/CTS-V%20Sedan)  
Terrain: [my.gmc.com/learn/2018/Terrain](http://my.gmc.com/learn/2018/Terrain)

**IMPORTANT: You do not need to remain in your vehicle during the software installation. The vehicle cannot be driven during the software install process (up to 15 minutes). The vehicle must be parked at a safe and secure location with the ignition in the OFF position during installation.**

Upon your next ignition cycle after the installation completes, your vehicle's radio will display a confirmation message that the update was successful. If you receive a message that the installation cannot continue or did not complete successfully, the installation process may retry after your next ignition cycle. If the problem persists, you can contact an OnStar advisor by pressing your OnStar Blue Button or by calling 877-558-8352 or you can contact your dealer for assistance with the software update.

You can also decline the update by selecting the "Learn More" button, and then "Details" and then the "Decline Update" option. If you decline the update, you can still receive it at a later date by contacting your dealer. This programming opportunity will be in effect until October 31, 2019.

We want you to know that we will do our best, throughout your ownership experience, to ensure that your 2018 model year Cadillac ATS, ATS-V, CTS, CTS-V or GMC Terrain vehicle provides you with many miles of enjoyable driving. If you have any questions, please contact the Connection Center Team at 877-558-8352, 7:00 AM to 10:00 PM, Eastern Standard Time (EST), seven days a week.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS4616  
URGENT - DISTRIBUTE IMMEDIATELY

Date: November 8, 2017

Subject: 17328-02 - Customer Satisfaction Program  
Radio Module Software Update  
Update Procedure Revised

Models: 2018 Cadillac ATS  
2018 Cadillac ATS-V  
2018 Cadillac CTS  
2018 Cadillac CTS-V  
2018 GMC Terrain

To: All General Motors Dealers

The Update Procedure has been revised. Please discard all previous copies of bulletin 17328-01.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS