



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-276

Date: September, 2017

INFORMATION

Subject: Loss of Phone Pairing When Vehicle Shuts Down in Demo Mode

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	ATS CTS XTS	2017	2018			All	All
GMC	Terrain	2018	2018			All	All

Involved Region or Country	North America and Export Regions
Additional Options (RPOs)	Equipped with Radio IOS, IOT, or IOU
Condition	Some customer/technicians may comment when the vehicle is in demo mode (unsold vehicle), the phone would stay paired for the key cycle and then would lose pairing to the radio after the vehicle shuts down and started after 10 minutes.
Cause	This may be due to the design intent of the vehicle in demo mode.
Correction	No correction is needed for this condition. This is the normal operating characteristic of the demo mode of the vehicle.

Version	1
Modified	

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



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