



Service Bulletin

File in Section: -

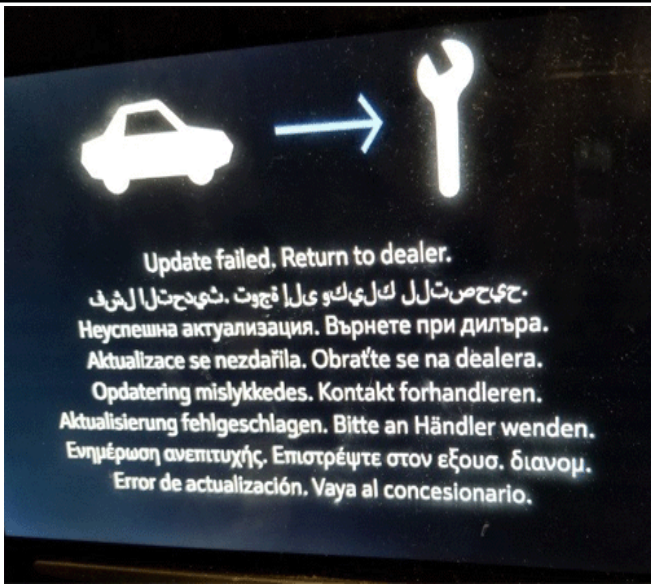
Bulletin No.: 18-NA-110

Date: April, 2018

INFORMATION

Subject: Recovery of Failed USB Radio Programming Event

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

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Infotainment System RPO IOS, IOT, or IOU
Condition	 <p>5034832</p> <p>An error could occur during a USB radio programming event which causes the radio to display "Update failed. Return to dealer."</p>
Cause	There are several reasons such an error message could be displayed. These reasons typically fall into two categories; a problem with the USB thumb drive, or improper use/operation of a USB thumb drive.
Correction	<p>Important: Do NOT replace the radio for this error message without first utilizing the information that follows.</p> <p>Using the procedures and guidelines below can recover the radio and allow successful programming to complete.</p>

Tips to Follow Before You Begin Any USB Programming Event

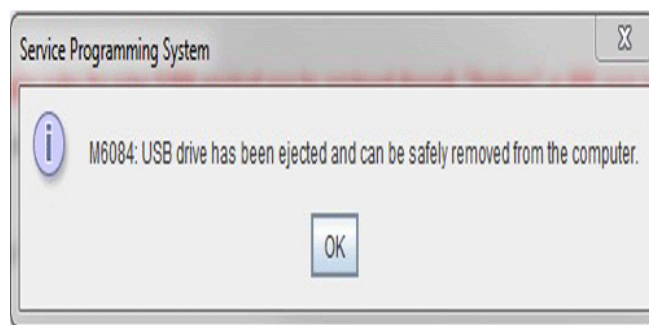
- Ensure that a high-quality, USB 3.0 thumb drive, such as Transcend or SanDisk Extreme, is being used.
- Ensure the USB 3.0 thumb drive is FAT32 formatted.
- Monitor the life span of the USB 3.0 thumb drive. A thumb drive has a limited number of write/erase cycles and will degrade in performance as write/erase cycles increase. It is suggested to replace thumb drives used for service programming every 6 months to ensure peak performance.
- ALWAYS remember to properly eject the USB thumb drive from the computer before physically disconnecting it. Pulling the USB thumb drive out of a computer before it is properly ejected can result in corrupted and/or missing files on the USB thumb drive.

Tips to Follow During a USB Programming Event

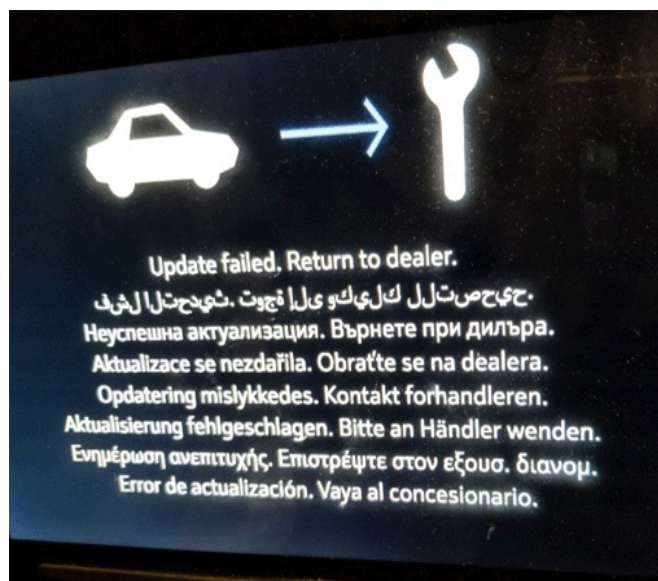
- Upon reaching 10% completion on the update, the update bar may reset to 0%, this is normal.
- The display may also go black at various points during the update. Wait at least 90 seconds for the update bar to return before aborting the update.

Note: With exception to the following scenario, do not remove the USB stick from the vehicle until the radio is back on the home screen and is fully operational.

3. Insert the USB thumb drive and leave the ignition **ON**. The update status bar should show up within 10 seconds.
4. If the update status bar does not start within 10 seconds, remove the USB and re-insert.
5. If the update status bar is displayed and you see the percentage increase, starting from zero percent, allow the update to finish before turning ignition off. The update may take up to 18 minutes.
6. If the update status bar does not appear, this could indicate the source of the problem to be either the contents in the USB thumb drive or the USB thumb drive itself.



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If the display is similar to that above, an error has occurred during the update process. Perform the procedure below to recover the radio.

Retry USB Update and Recover Radio

1. Remove the USB thumb drive from the vehicle's USB port.
2. Turn Ignition on.

Note: Tis2Web will auto-eject the USB drive upon completion of the USB download. Do NOT remove the USB drive from the computer until the popup indicates the drive has been ejected. Whenever a USB drive is removed from a computer outside of the purposes of Tis2Web operations, the technician must still use the computer to eject the drive prior to removal.

7. Delete all files from the USB thumb drive and download all needed files again, ensuring the proper ejection of the USB thumb drive.
8. With the ignition On, insert the USB with a new download of the update files. The update status bar should appear within 10 seconds and the update should start.
9. If after downloading the update contents, the update still does not start try a different brand of high-quality USB 3.0 thumb drive and repeat the programming steps again.
10. If after downloading the update again and using a new 3.0 USB thumb drive, the same image is displayed on the screen, replace the radio.

Version	1
Modified	Released April 10, 2018

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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