



# Service Bulletin

File in Section: -

Bulletin No.: 18-NA-116

Date: April, 2018

## INFORMATION

**Subject:** Install API Manager Message Displayed After Radio Replacement

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				

<b>Involved Region or Country</b>	North America and N.A. Export Regions
<b>Additional Options (RPOs)</b>	Equipped with Infotainment System (RPO IOU or IOT)
<b>Condition</b>	 <p style="text-align: right;">5041591</p> <p>Some customers/technicians may comment on the radio displaying the message "Please Install API Manager through AppShop" when downloading or launching an app after radio replacement.</p>
<b>Cause</b>	This message could occur if the Radio Reset procedure was not followed in SI prior to removal of the radio.
<b>Correction</b>	Reinstall the previously removed radio then perform the radio reset.

## Service Procedure

If you encounter a vehicle with the above concern, reinstall the previously removed radio then perform the radio reset. Refer to *Radio Reset* in SI. If the condition persists, delete the app and download it again.

## Parts Information

No parts needed for this condition.

Version	1
Modified	Released April 13, 2018

