



Service Bulletin

Bulletin No.: 18-NA-195

Date: May, 2019

TECHNICAL

Subject: Radio Module Software Update 20.11

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

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPOs)	Equipped with Cadillac User Experience (IOS or IOT), GMC Infotainment System (RPO IOS, IOT or IOU)
Condition	<p>Some 2018 model year Cadillac ATS, ATS-V, CTS, CTS-V, XTS and GMC Terrain vehicles, equipped with Infotainment system (RPO IOS, IOT, or IOU), have an available radio software package update. This new software package will provide changes to the following concerns:</p> <ul style="list-style-type: none"> • Displayed speed limit is stuck on a value, not updating as the roadway speed limit changes. • Non-responsive touchscreen. • Pixelated radio display. When this occurs, the rear vision camera image without gridlines will be displayed on the screen when in reverse and normal chime operation will be observed but an intermittent loss of music audio may be experienced. <p>In addition to the above, changes were made to the climate control system, certain audio features, and the navigation system so they continue to function properly.</p>
Correction	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 plus fleet customers, dealers will need to reprogram the vehicle with the new software package.

Service Procedure

Important: If the remote vehicle update has been downloaded or installed, DO NOT install the update via USB. 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.

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

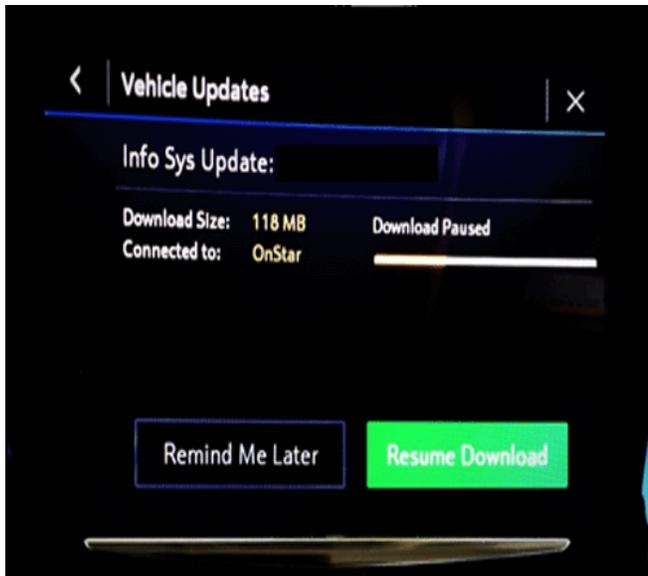
- Determining Where to Start – Checking for Update Status
- Update Procedure Using Remote Vehicle Update
- Update Procedure Using TIS2WEB (USB Download)
- Troubleshooting

Important: 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 less than 20.11 (i.e. 20.9 or 20.10), proceed with software update.

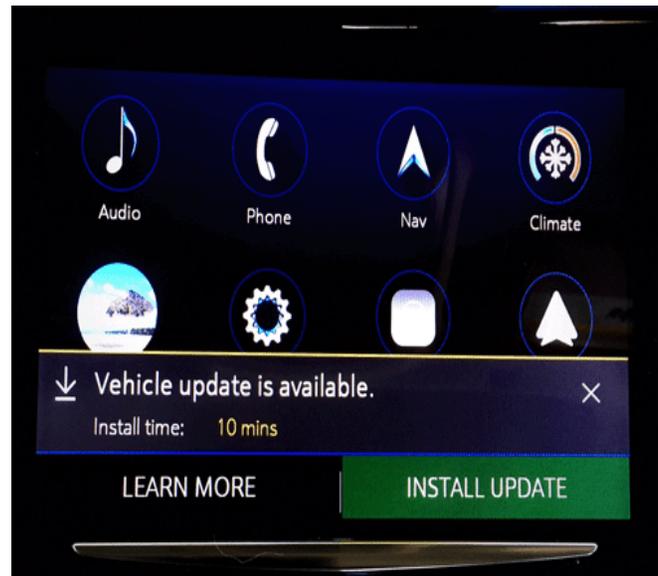


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Caution: If Vehicle Update screen shows “Info Sys Update,” do not use TIS2WEB or insert a USB stick. Use of the USB stick when the Remote Update has already been downloaded, installed, or paused during installation could result in program failures 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.

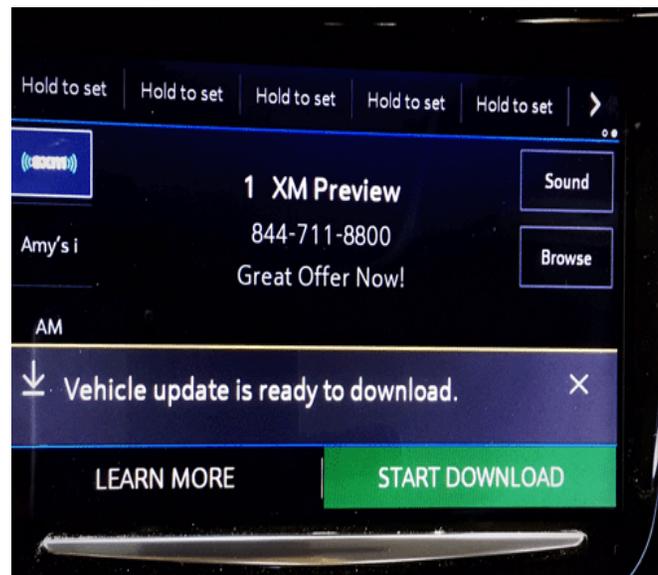
- If the remote vehicle update has been downloaded or installed, DO NOT install the update via USB. Complete the remote vehicle update.
- If the remote vehicle update CANNOT be completed, the radio must be updated through SPS and USB. Refer to *Update Procedure Using SPS* in this bulletin.
- After the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

Update Procedure Using Remote Vehicle Update



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- 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.

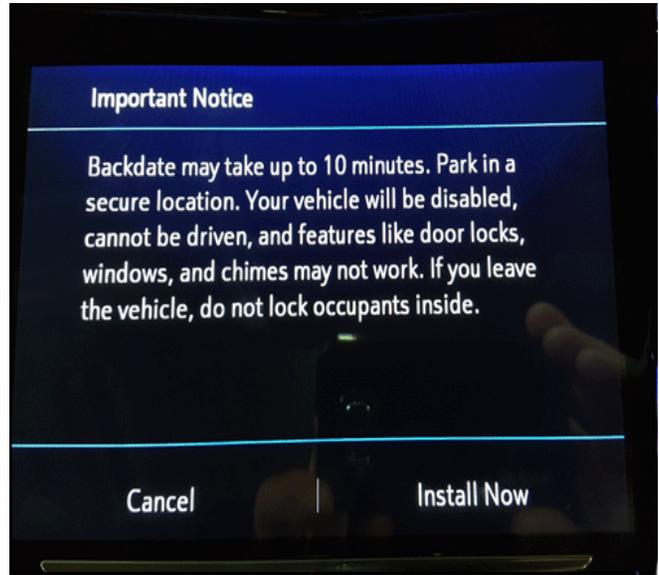


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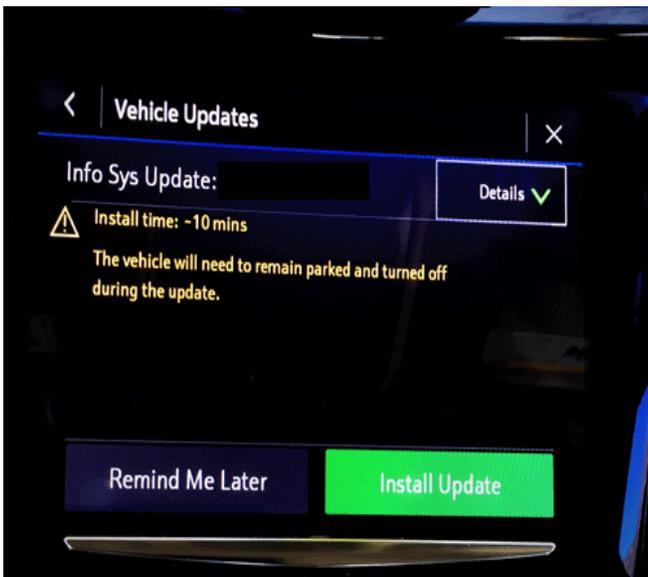
- If the remote vehicle update has not been downloaded, select “Start Download” as shown above.



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- 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 less than 20.11 (i.e. 20.9 or 20.10), update through USB.

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 below.

2. Once the remote vehicle update has completed, verify the following operations:
 - 2.1. At ignition on, verify that the radio displays the proper brand splash animation
 - If the incorrect splash animation is shown (e.g. Cadillac logo in a GMC vehicle) proceed to step 2.3.
 - If the correct splash animation is shown proceed to step 2.2.
 - 2.2. Verify audio plays and that audible warning chimes function correctly.
 - If the audio is muted or chimes are not operating as expected proceed to step 2.3.
 - If the audio and chimes are operating as expected, no further action is required.
 - 2.3. Determine the software version now in the radio by selecting Home> Settings> About> Build Number. It should be 20.11 or greater.
 - If 20.11 or greater, reprogram the radio using SPS programming. Refer to the appropriate *A11 Radio: Programming and Setup (IOS/IOU/IOT/IOR)* document in SI.
 - If less than 20.11 reprogram the radio using USB and SPS programming events. Refer to the appropriate *A11 Radio: Programming and Setup (IOS/IOU/IOT/IOR)* document in SI.
3. 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.

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.

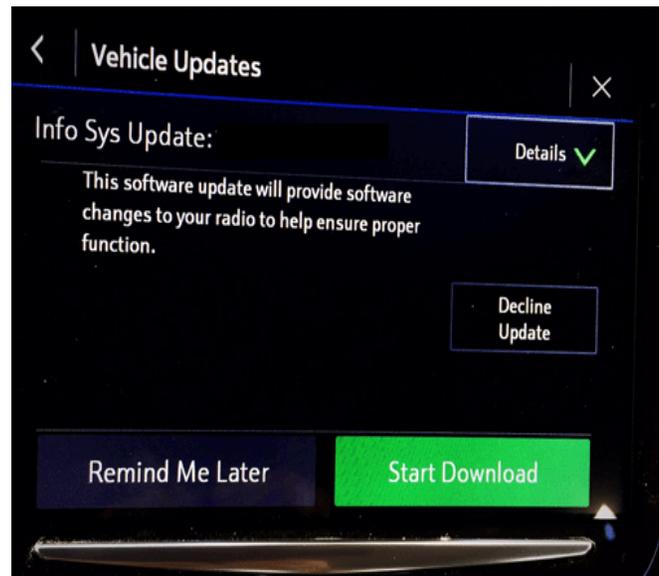
- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this update procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline 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. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. 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.

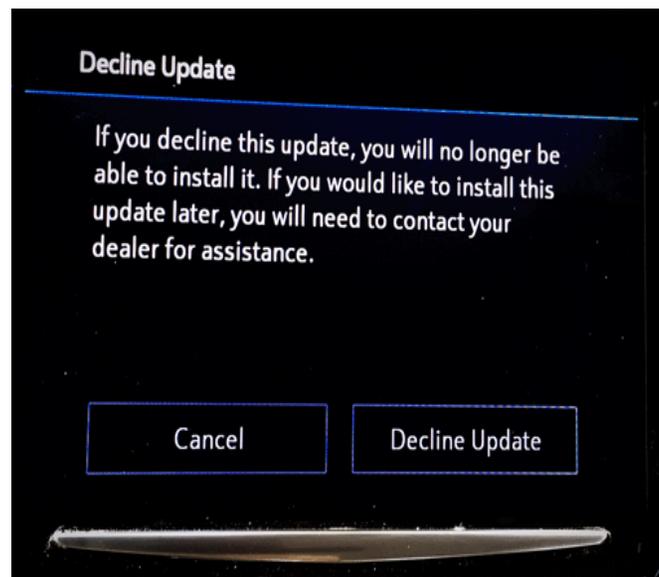
Important: For every vehicle that needs to be updated through USB, be sure to download the files through TIS2WEB on a USB drive each time for each vehicle.

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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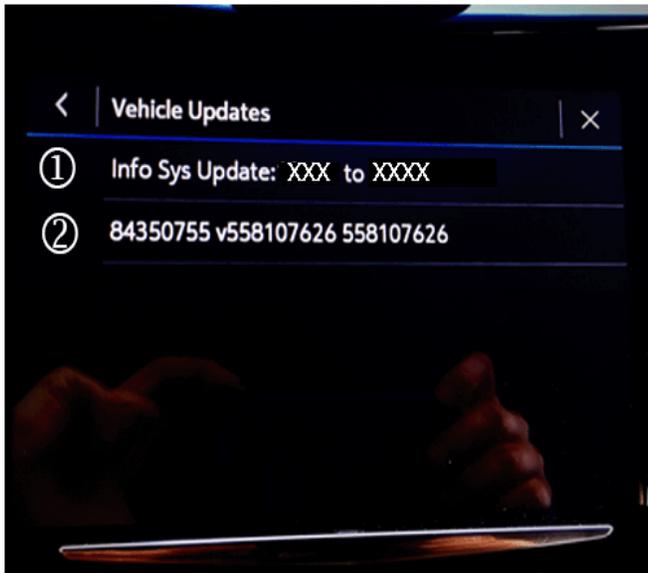


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- 2.1. If a Remote Vehicle Update exists on the vehicle, click "Details," to reveal the Decline Update option.
- 2.2. To delete the Remote Vehicle Update, click on "Decline Update". On the next screen, click "Decline Update" again.

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.”



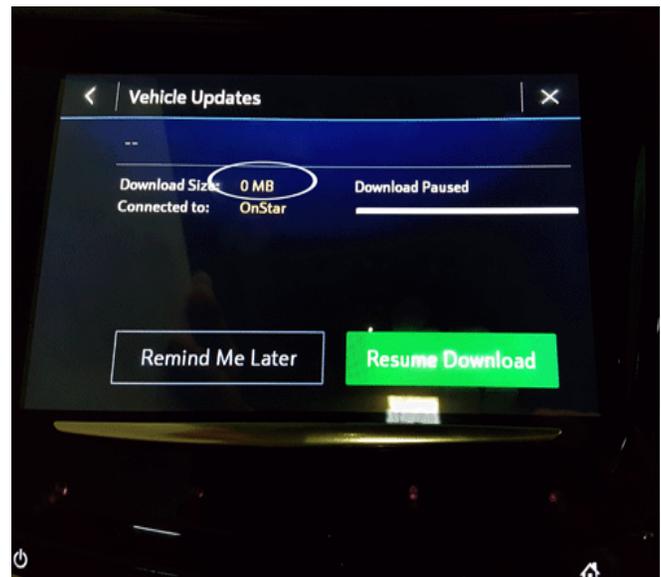
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6. If a Remote Vehicle Update exists on the vehicle and has not been declined, the screen above will be displayed. Select the “Info Sys Update” option and follow steps 1.1 and 1.2 to decline the update before continuing with the USB update.
7. Once the Remote Vehicle Update has been declined, select the USB file (2) to continue programming the SPS update.
8. Once the remote vehicle update has completed, verify the following operations:
 - 8.1. At ignition on, verify that the radio displays the proper brand splash animation.
 - If the incorrect splash animation is shown (e.g. Cadillac logo in a GMC vehicle) proceed to step 8.3.
 - If the correct splash animation is shown proceed to step 8.2.
 - 8.2. Verify audio plays and that audible warning chimes function correctly.
 - If the audio is muted or chimes are not operating as expected proceed to step 8.3.
 - If the audio and chimes are operating as expected, no further action is required.
- 8.3. Determine the software version now in the radio by selecting Home> Settings> About> Build Number. It should be 20.11 or greater.
 - If 20.11 or greater, reprogram the radio using SPS programming. Refer to the appropriate A11 Radio: Programming and Setup (IOS/IOU/IOT/IOR) document in SI.
 - If less than 20.11, reprogram the radio using USB and SPS programming events. Refer to the appropriate A11 Radio: Programming and Setup (IOS/IOU/IOT/IOR) document in SI.

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.



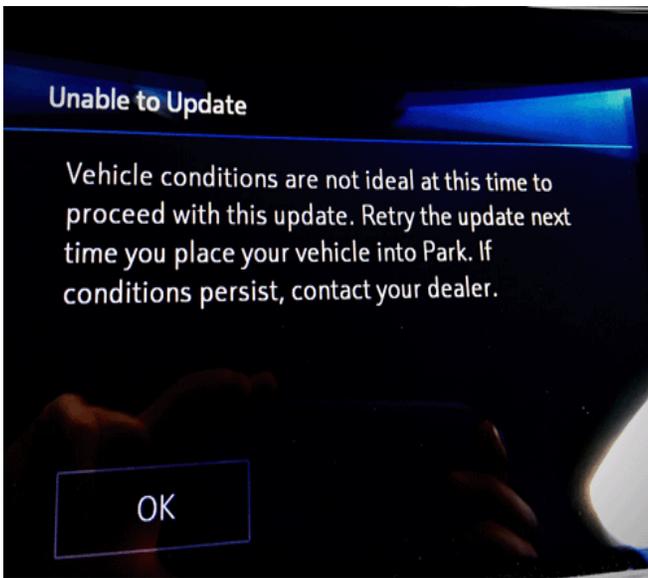
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If a USB was installed during a paused Remote Vehicle Update download, the paused update screen will have a blank update title and a 0 MB file size.

To correct this:

- Turn the vehicle off, and remove the USB device from the vehicle.
- Contact the GM Technical Assistance Center 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.



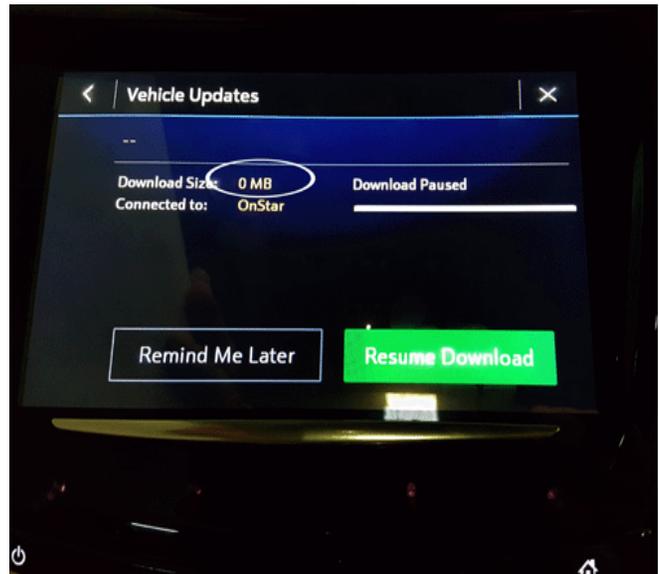
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If this screen above is shown when trying to update the radio through USB, use a different USB drive, format to FAT32 and try to download the update through TIS2WEB again. If the screen above is shown again, contact the GM Technical Assistance Center 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 GM Technical Assistance Center for assistance.

Parts Information

No parts are required.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
3480838*	Perform Remote Vehicle Update (Without USB)	0.3 hr
3480848**	Reprogram Radio with USB (Includes Removing Remote Vehicle Update Files Prior to USB Update)	0.7 hr

*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.

Version	3
Modified	Released June 28, 2018 January 18, 2019 – Updated software version build number statements. May 03, 2019 – Updated the Condition section to add conditions covered by this software update, updated the stable battery voltage during programming statement in the Note list under Update Procedure Using TIS2WEB (USB Download), changed the contact information references under Troubleshooting and removed the Customer Notification section.

