

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5063
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 04, 2019

Subject: N192217490 - Customer Satisfaction Program
Loss of Audio Chime and Wrong Splash Screen

Models: 2018 Cadillac ATS Equipped with Infotainment System (RPO IOS/IOT)
2018 Cadillac CTS Equipped with Infotainment System (RPO IOS/IOT)
2018 Cadillac XTS Equipped with Infotainment System (RPO IOS/IOT)
2018 GMC Terrain Equipped with Infotainment System (RPO
IOS/IOT/IOU)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N192217490 today. The total number of U.S. vehicles involved is approximately 83,889. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on June 18, 2019.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 05, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Customer Satisfaction Program

N192217490 Loss of Audio Chime and Wrong Splash Screen



Release Date: June 2019

Revision: 00

Attention: This program is in effect until June 30, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	ATS	2018	2018	IOS/IOT	Infotainment System
Cadillac	CTS			IOS/IOT	
Cadillac	XTS			IOS/IOT	
GMC	Terrain			IOS/IOT/IOU	

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.

Condition	Certain 2018 model year Cadillac ATS, CTS, XTS, and GMC Terrain vehicles may have a condition where they could lose infotainment audio or lose the warning "chimes". GMC branded vehicles could also display the Cadillac CUE logo at startup.
Correction	Dealers will inspect, and if necessary, reprogram the vehicle with the correct radio software and calibration.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104537	Verified Module Software or Calibration Level: Module Programmed with Same Level Software or Calibration (No Further Action Required)	0.2	ZFAT	N/A
9104394*	Radio Reprogramming with USB Only (Includes Inspection)	0.4		
9104395*	Radio Reprogramming (USB and Radio Programming-Includes Inspection)	0.7		

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered when submitting this transaction. When more than one Warranty Claim Code is generated for a control module programming event, it is required to document all Warranty Claim Codes in the Correction field on the Job Card. Dealers must only enter one code in the "SPS Warranty Claim Code" field on the transaction, otherwise the transaction will reject.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

- Open TIS on the computer used to program the vehicle
- Select and start SPS
- Select Settings
- Select the Warranty Claim Code tab

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Note: Carefully read and follow the instructions below.

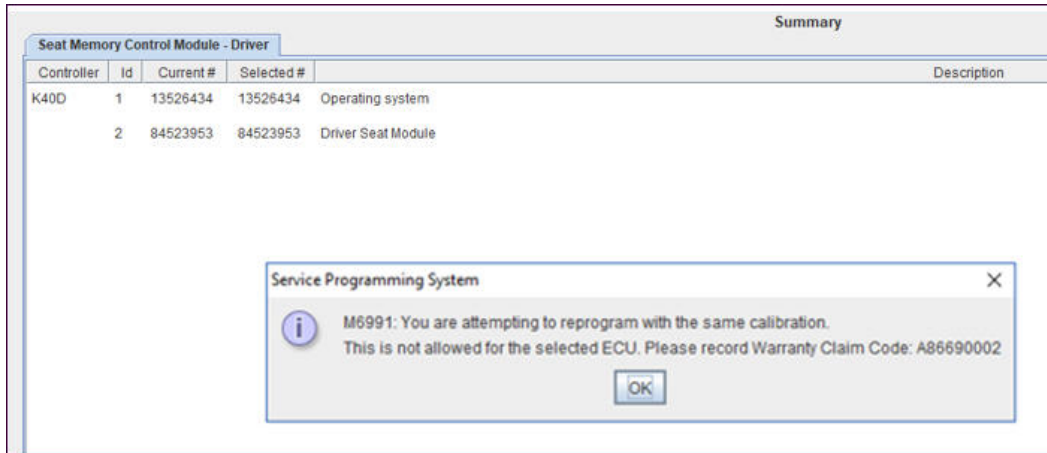
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

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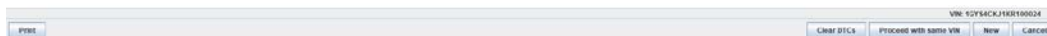
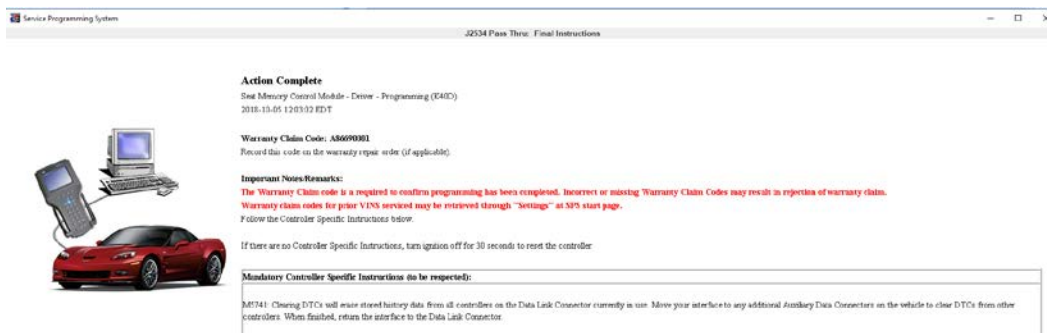
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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Note: If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Verify radio software is at 20.11 or greater. From the radio home screen, select “Settings”, select “System” tab, scroll to “About” and select “(i)” to locate the Build Number.
 - 1.1. If the software is at the correct version, verify the splash screen is correct for the vehicle and verify all chimes are operating. If the splash screen is correct for the vehicle and all chimes are operating, no further action required.
 - 1.2. If the software is NOT at the correct version continue to step 2.
 - 1.3. If the software is at the correct version, but the splash screen and/or chimes do not operate properly, skip to step 3.



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2. Reprogram the Radio (USB Only). Refer to *A11 Radio: Programming and Setup* in SI and skip to step 4.
3. Reprogram the Radio (USB AND Radio Programming). Refer to *A11 Radio: Programming and Setup* in SI.
4. Verify software version, correct splash screen and all chimes are operating after programming. Refer to Step 1.
5. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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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 service 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.

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 service 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 June 30, 2021. 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 June 30, 2021, 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 Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

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

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

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June 2019

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2018 model year Cadillac ATS, CTS, XTS, or GMC Terrain vehicle may have a condition where it could lose infotainment audio, (e.g. radio, turn signal “clicking” sound), or lose the warning “chimes” (e.g. seatbelt warning, key left in ignition). GMC branded vehicles could also display the Cadillac CUE logo at startup.

Your satisfaction with your ATS, CTS, XTS, or Terrain is very important to us, so we are announcing a program to prevent this condition or, if it has occurred, to fix it.

What We Will Do: Your GM dealer will inspect, and if necessary, reprogram the vehicle with the correct radio software and calibration. This service will be performed for you at **no charge until June 30, 2021**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this repair.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
GMC	1-800-458-8782	1-800-462-8583
Puerto Rico – English	1-800-496-9994	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Neelie O'Connor
Executive Director
North America Contact Center Operations

N192217490