



Service Bulletin

Bulletin No.: 19-NA-280

Date: December, 2019

TECHNICAL

Subject: Connected Navigation and Live Traffic Services Inoperative

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Regal	2018	2019			All	All
Cadillac	ATS	2018	2019				
	CTS XTS						
GMC	Terrain	2018	2018				

Involved Region or Country	United States, Canada, Mexico, N.A. Export Regions
Additional Options (RPOs)	Equipped with Infotainment System RPO IOS, IOT or IOU
Condition	Some customers may comment that the Connected Navigation service, which offers real-time traffic and point-of-interest updates, within the vehicle's navigation system is not functioning and that they have an active, paid subscription to this feature.
Cause	The cause of the condition may be a software anomaly.
Correction	Reprogram the radio to software version 22.8 or greater.

Service Procedure

Note: The condition covered in this bulletin only applies when the customer has a paid subscription, including Connected Navigation, and the radio is on a software version less than 22.8.

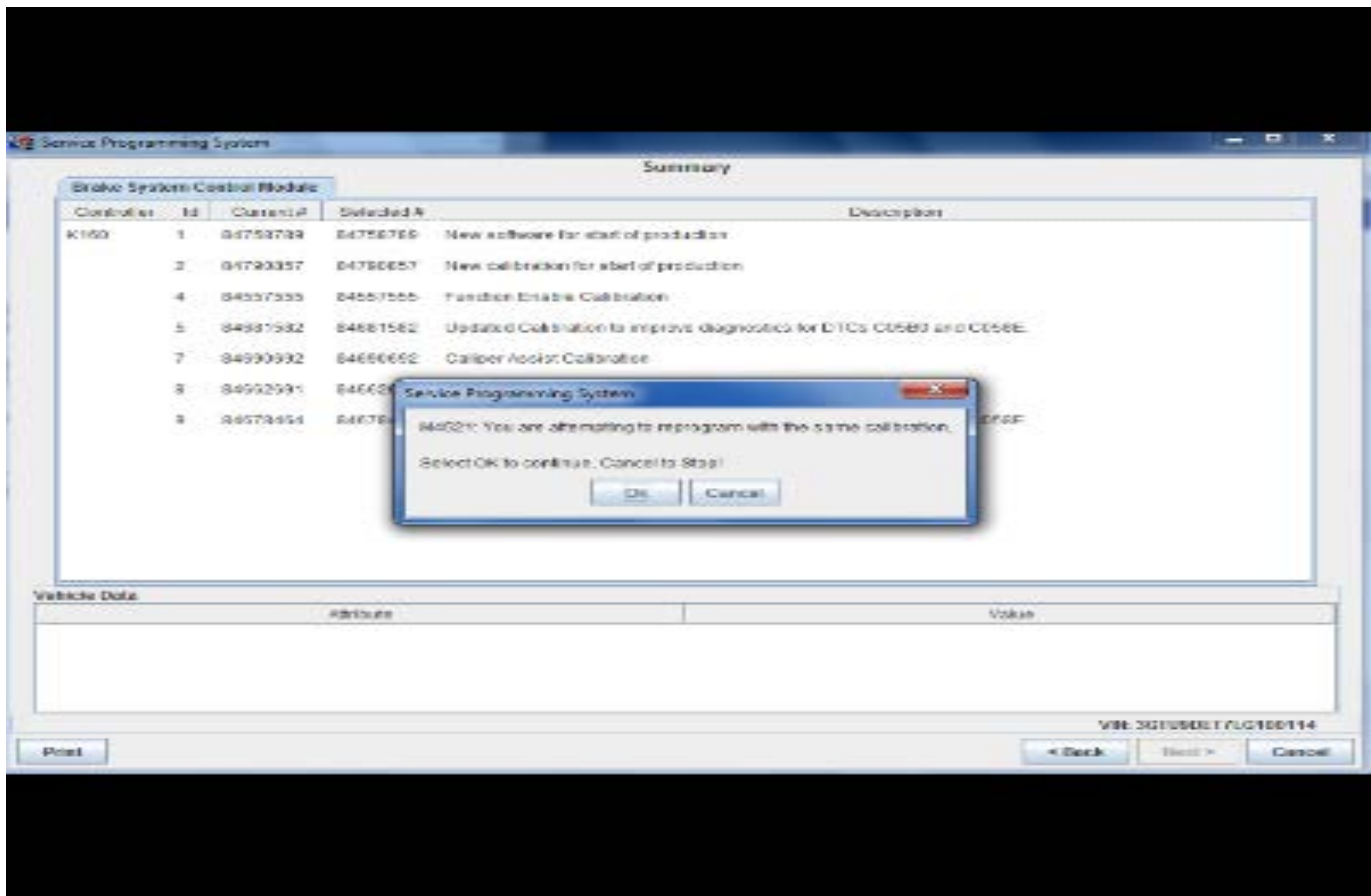
1. Verify the radio software version. Select Home > Settings > About > Build Number. If the software version shown is less than 22.8, reprogram the radio software via USB File Transfer.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

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.
- 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.

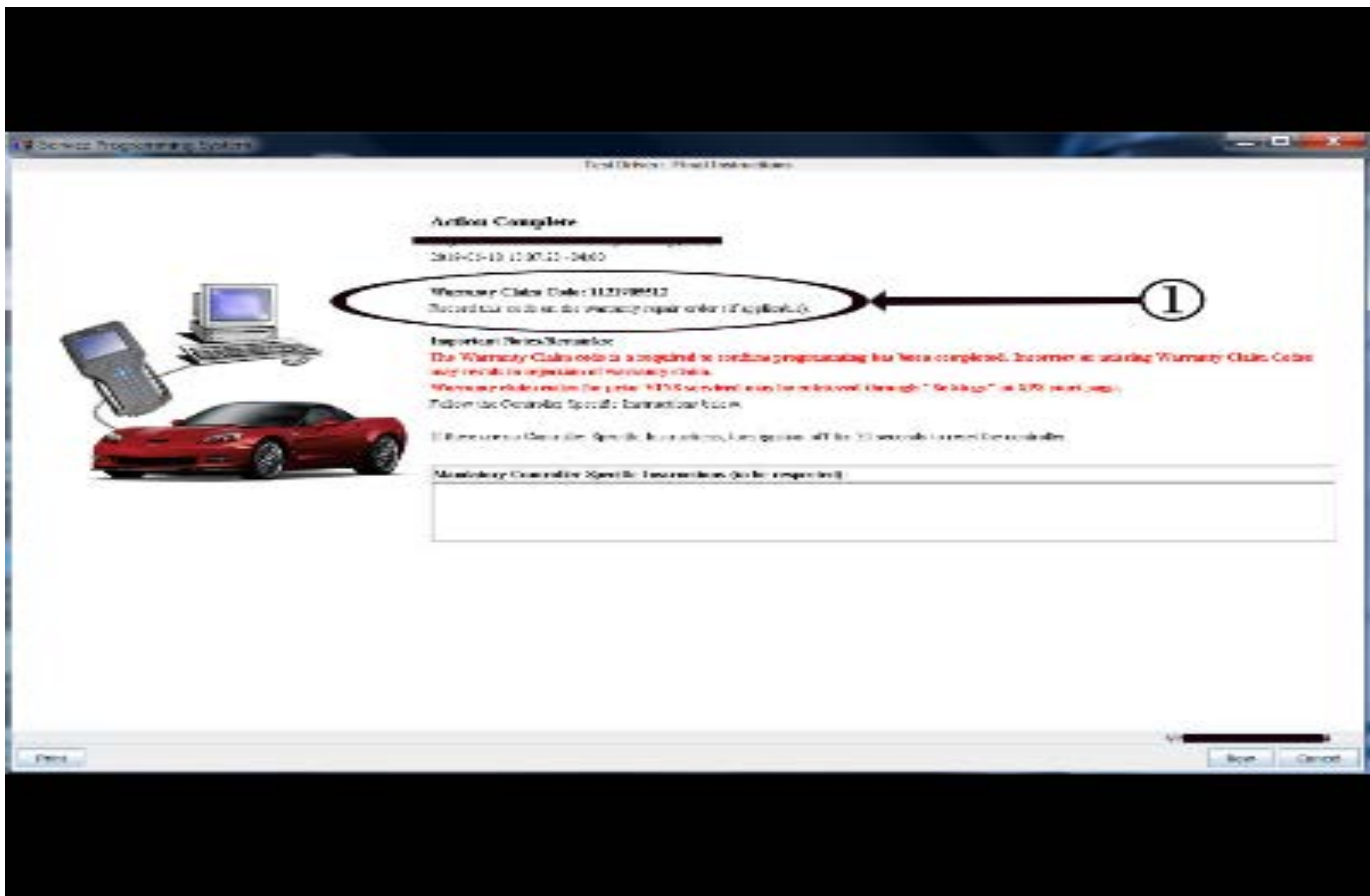


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Note: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen.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

Important: Be sure to keep the vehicle doors closed prior to beginning, and during, the USB programming event. Tip: Tripping the door latch to closed status with the door open will allow exit of the vehicle during the programming process. Do NOT open the latch until programming is complete.

2. Reprogram the radio software via the USB to version 22.8 or greater. Refer to *A11 Radio: Programming and Setup* in SI.
3. Once the USB software update has completed, you MUST verify the following operations:
 - 3.1. 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), move ahead to step 3.3.
 - If the correct splash animation is shown, proceed to step 3.2.
 - 3.2. 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 3.3.
 - If the audio and chimes are operating as expected, move ahead to step 4.
 - 3.3. Determine the software version now in the radio by selecting Home> Settings> About> Build Number. It should be 22.8 or greater.
 - If 22.8 or greater, reprogram the radio using SPS programming. Refer to the appropriate *A11 Radio: Programming and Setup* document in SI.
 - If less than 22.8, reprogram the radio using USB and SPS programming events. Refer to the appropriate *A11 Radio: Programming and Setup* document in SI.



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Note: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

4. Record the SPS Warranty Claim Code on job card for warranty transaction submission.
5. Favorites that were grayed out prior to the installation of 22.8, or greater, may need to be manually tuned and stored again to return their functionality.

Parts Information

No parts are required for this repair.

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
2886608*	Radio Module Reprogramming with SPS/USB	0.3 hr

*This is a unique Labor Operation for Bulletin use only. To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the “SPS Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “SPS Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

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:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. 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.

Version	1
Modified	Released December 20, 2019

