

# Service Update

## N212330830 Navigation System Displays Incorrect GPS Location



Release Date: June 2021

Revision: 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	CT4	2021	2021		
	CT5				

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.

<b>Condition</b>	Certain 2021 model year Cadillac CT4 and CT5 vehicles may have had incorrect parameters set in the One Time Programmable (OTP) Chip area to initialize GPS Navigation System correctly once installed or assembled into the vehicle during manufacturing of the center stack module (CSM).
<b>Correction</b>	Dealers will reprogram the radio.

### Parts

No parts are required for this software update.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105670*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105671*	Radio Reprogramming (USB Only)	0.3		

**Important:** \* To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the "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 "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

### Warranty Claim Code Information Retrieval

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

1. Open TIS/TLC on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
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.

### Service Procedure

**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](http://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.

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- Follow the on-screen prompts regarding ignition power mode but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

**Caution:** Be sure the VIN selected in the drop-down menu (1) is the same as the vehicle connected (2) before beginning programming.

Techline Connect  
Version: 1.8.0.2 Production

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manu

SPS2

Welcome to Service Programming System 2

VIN: 1GNSKGM1M1P100170  
Model: Suburban - 4WD  
Type: -  
Make: Chevrolet  
Year: 2021  
Job Card:

Diagnostic Tool Ready!  
J2534

Selected Programming Process: Reprogram

Auto Detect New Vehicle Manually Enter Vehicle Auto Detect Tool

Java Version: 1.8.0\_92 SPS2 Version: 2.8.5.5060 Windows Version: Windows 10

Print Settings

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Techline Connect  
 Version: 1.6.0 Validation

MDI 2 SN# [REDACTED]  
 Click to disconnect

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manuals

SPS2

**Programming**

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797
K17	4	84820801	84820801
K17	5	84820808	84820808
K17	6	84820819	84820819
K17	7	84820825	84820825

M4521: You are attempting to reprogram with the same calibration.  
 Select OK to continue, Cancel to Stop!

Print Save to PDF ECU Data Back Start Programming Cancel

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Service Programming System

Summary

Controller	Id	Current #	Selected #	Description
[REDACTED]	1	84758789	84758789	[REDACTED]
	2	84790857	84790857	[REDACTED]
	4	84557555	84557555	[REDACTED]
	5	84681582	84681582	[REDACTED]
	7	84690692	84690692	[REDACTED]
	8	84662691	84662691	[REDACTED]
	9	84678464	84678464	[REDACTED]

Service Programming System

M4521: You are attempting to reprogram with the same calibration.  
 Select OK to continue, Cancel to Stop!

Vehicle Data

Attribute	Value

Print < Back Next > Cancel

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**Important:** Techline Connect and TIS2WEB screens shown above.

**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary 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:** When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, full-size

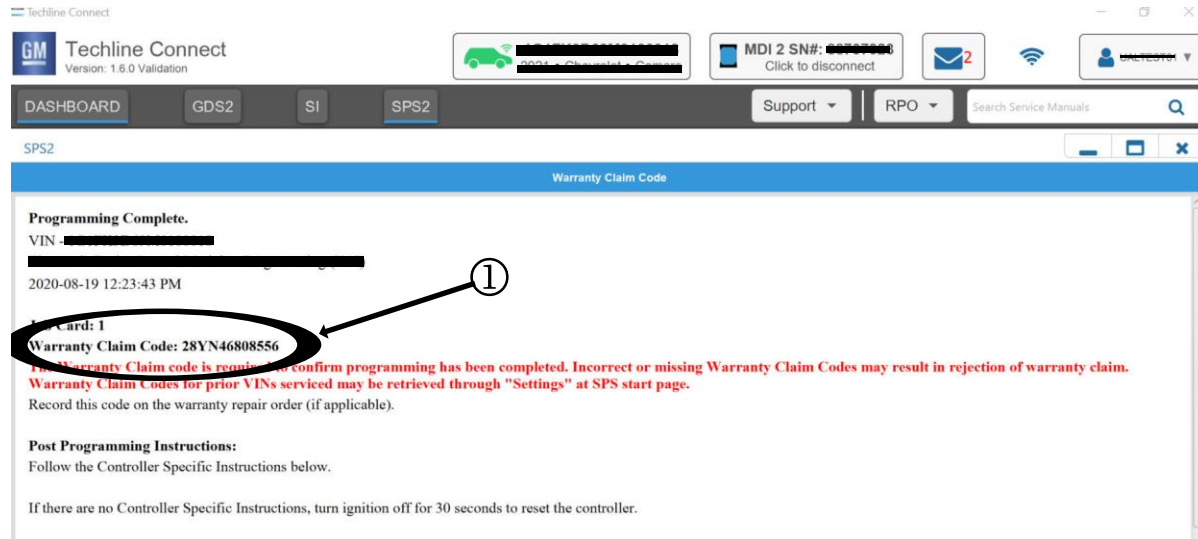
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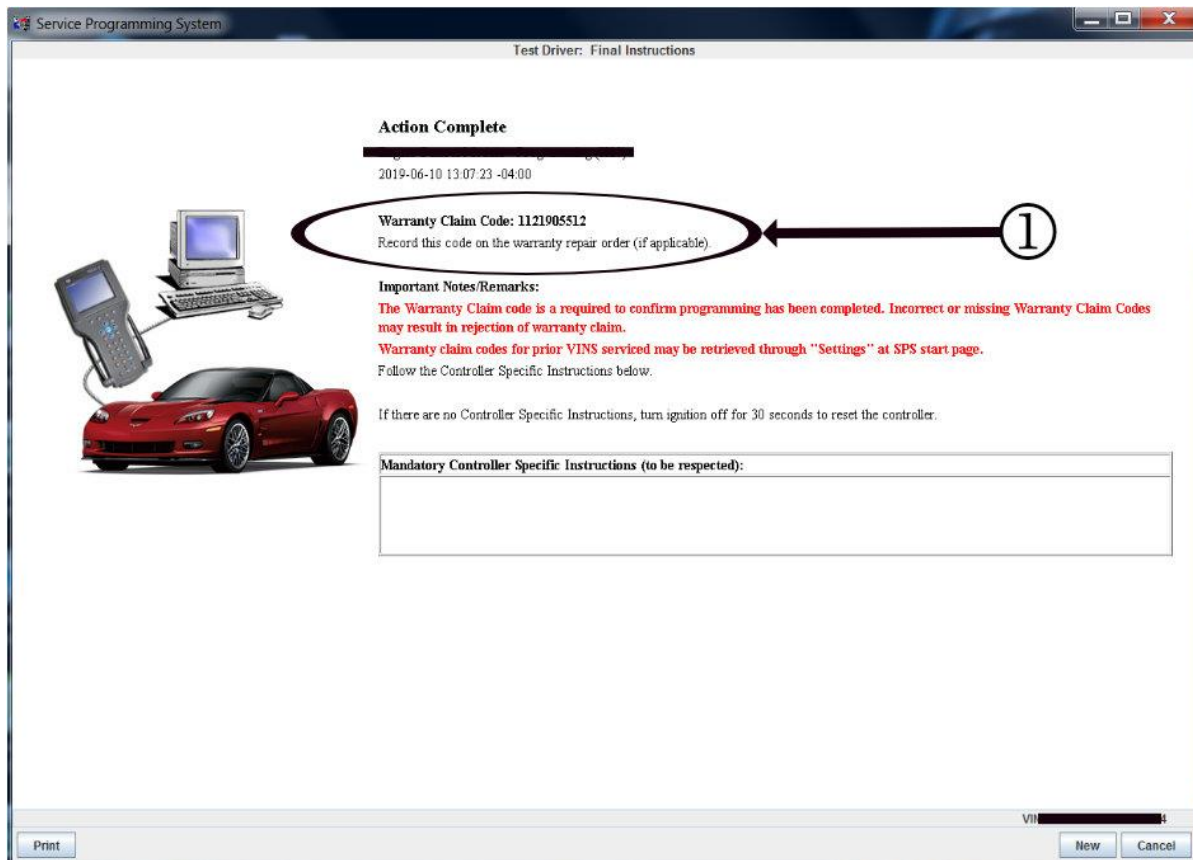


Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Reprogram the radio. Refer *A11 Radio: Programming and Setup* in SI. Start SPS, select Radio – USB File Transfer and follow the on-screen instructions.
2. Insert the USB drive into the vehicle while in Park.
3. Follow on screen prompts to complete the USB software update.



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**Note:** The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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

- Record SPS Warranty Claim Code on job card for warranty transaction submission.

#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared 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.

#### Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5812  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 1, 2021

Subject: N212330830 - Service Update  
Navigation System Displays Incorrect GPS Location

Models: 2021 Cadillac CT4 and CT5

To: All General Motors Dealers

General Motors is releasing Service N212330830 today. The total number of U.S. vehicles involved is approximately 1. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated June 2, 2021 or sooner. The involved VIN is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS