



Service Bulletin

Bulletin No.: 22-NA-174

Date: August, 2022

INFORMATION

Subject: Information on Terms and Conditions/Privacy Statement App (TCPS App) Guide

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2021	2022				
	Encore GX						
	LaCrosse						
	Velite 7 (China)						
Cadillac	CT4	2021	2022				
	CT5						
	XT5						
	XT6						
	Escalade Models		2021				
Chevrolet	Blazer	2021	2022	—	—	—	—
	Bolt EV						
	Bolt EUV	2022					
	Equinox	2021					
	Silverado 1500	2021	2021				
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
	Traverse	2021	2022				
	Suburban		2021				
	Tahoe		2021				
GMC	Acadia	2021	2022				
	Sierra 1500		2021				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
	Terrain	2021	2022				
	Yukon Models		2021				

Involved Region or Country	North America, China
Condition	Vehicles are built with infotainment systems in a default, "factory demo" mode. All vehicles should stay in this state until delivery to the customer.
Cause	Misunderstandings or lack of understanding has caused vehicles to occasionally be taken out of its factory demo state during various stages in manufacturing and during dealer prep. When these terms are declined, the connected vehicle is disabled, and the OnStar account is deactivated. All OnStar services (including emergency services) are disabled. This includes deactivation of Super Cruise, which will block a vehicle from being able to ship from the plant.
Correction	Read through the guide information to prevent this condition. If the connected vehicle is disabled, the customer must perform a blue-button press from within the vehicle to correct.

Terms and Conditions Privacy Statement

The Terms and Conditions/Privacy Statement App (TCPS App) is an application in the vehicle that is legally required for presenting GM connected vehicle legal documents to the end customer.

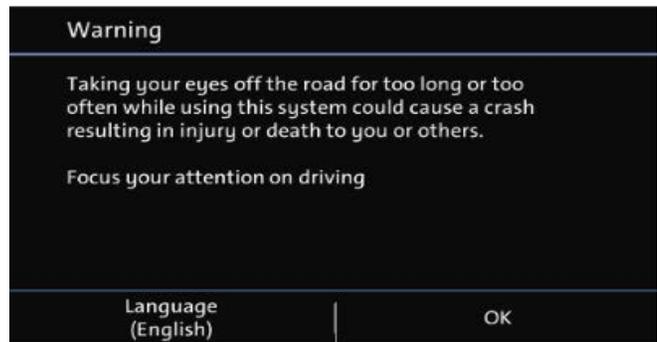
Displaying the terms in-vehicle ensures that GM meets its legal obligation to present the customer with the terms of use and privacy statement before they interact with their connected vehicle.

This TCPS app is designed to flow seamlessly with the "first time user flows", which is an experience intended for the customer to walk through upon delivery (taking possession of) of their vehicle. These flows guide the customer to create user profiles and acclimate them to the connected vehicle.

Important: All connected vehicle services are available in "factory demo" mode. There is no need to take the vehicle out of demo mode to test the system or demonstrate various infotainment features before the customer takes delivery of the vehicle. Demo mode is intentionally designed to allow full system usage and then clears all data each ignition cycle to return to a "pristine" state.

Application Guide

The following slides show the screens that would be seen in-vehicle and guidance as to which selections should be chosen. We also highlight what will happen based on incorrect selections and how to get back, if applicable.



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1. This is the first warning screen the infotainment system displays upon powering up. Selecting "OK" here progresses to the next screen, called the "Demo Screen." Pressing language allows you to change the language of the text displayed throughout the infotainment system.



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- 2. Press **Continue** to remain in Demo Mode. All connected services will be available with the vehicle in Demo Mode.

Important: Do not press “Not a Demo Vehicle.” This will take the vehicle out of the pre-delivery demo state, which is only intended to be done when the vehicle is sold.

If you mistakenly click “not a demo”, you will be given a chance to change your mind and go back (next screen).



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Version	1
Modified	Released August 24, 2022

- 3. If you see this screen, press **Cancel** to go back. DO NOT press “Vehicle Purchased” unless you are setting up the vehicle on behalf of the customer as part of the delivery process. Pressing “Vehicle Purchased” permanently takes the vehicle out of the pre-delivery Demo Mode, and then starts showing the legal terms of use.



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Important: If you see this screen, it is very important that you DO NOT decline the terms.

- 4. If a dealership agent is accepting terms on behalf of the customer, you should check both boxes that say accept, and then press continue.

Customers can always go back and read terms from within ‘User Profile’ app on the home screen. They should navigate the menu within the profile page and select ‘view terms.’

Declining terms will immediately, and completely deactivate OnStar connected services for the vehicle, including all safety and security features! Only the owner of the vehicle should make the deliberate choice to reject the connected terms of use.

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 equipment, tools, 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 GM dealer for information on whether your vehicle may benefit from the information.



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