



Service Bulletin

Bulletin No.: 19-NA-171

Date: August, 2019

TECHNICAL

Subject: Radio Displays Terms and Conditions Agreements Page Every Ignition Cycle (Canada Only)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2019	2019			All	All

Involved Region or Country	Canada
Additional Options (RPOs)	Z49 - Canada
Condition	<p>Some customers may comment that the Terms and Conditions (T&Cs) Agreement page is displayed repetitively. This may also cause some of the following embedded apps to lack some, or all, functionality:</p> <ul style="list-style-type: none"> • WiFi Hotspot • Navigation • Voice Recognition • User Profile <p>When the condition occurs, it begins to create a backlog of messages it cannot send out to the server. This process repeats, and the backlog continues to grow in number. The backlog must be cleared to allow the current accepted T&Cs to be acknowledged at the server.</p>
Cause	The cause of the condition may be a radio calibration anomaly.
Correction	Reprogram the A11 radio. If necessary, clear any backlog of previous T&Cs messages.

Service Procedure

Note: 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.

1. Reprogram the A11 radio. Be sure both programming events (Radio Programming and USB File Transfer) are performed. Refer to *A11 Radio: Programming and Setup* in SI.

2. After completing the A11 radio programming, allow the radio to process two full sleep cycles:
 - 2.1. Turn off the ignition, open and close the driver door and allow the vehicle to sit undisturbed for 5 minutes.
 - 2.2. Open the door, turn on the ignition and allow the radio to complete its boot sequence. Repeat step 2.1 for a total of two sleep cycles.
3. Verify the repair.
 - 3.1. Is the OnStar LED on and green?
 - 3.2. Does the OnStar app populate with Account Information?
 - 3.3. Access Apps in the Radio menu. Does the Apps catalog populate with available apps?
 - 3.4. If the answer is "No" to any question above, contact the GM Technical Assistance Center, selecting the OnStar team for further instruction.

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
3486918*	Radio Reprogramming and Clear Message Backlog	0.9 hr
<p>*This is a unique Labor Operation for Bulletin use only. *To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> 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
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