



Service Bulletin

File in Section: -

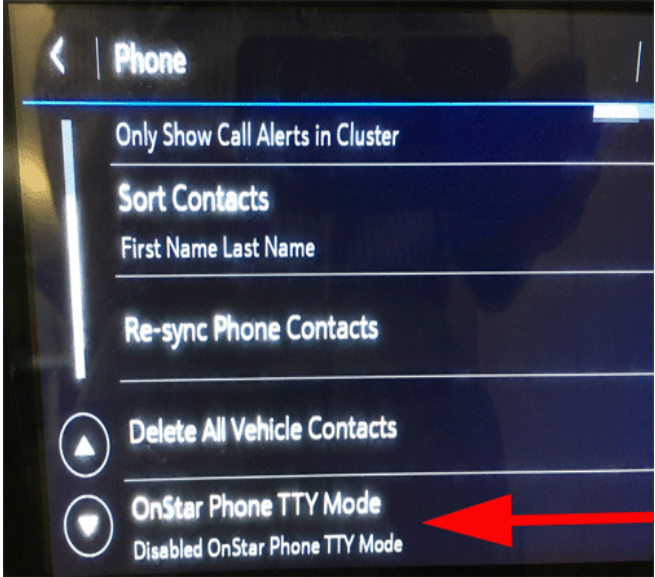
Bulletin No.: 18-NA-051

Date: February, 2018

TECHNICAL

Subject: TTY Phone Feature Icon Missing from Radio Display Setting

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|----------|-------------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Cadillac | ATS CTS XTS | 2018 | 2018 | | | All | All |
| GMC | Terrain | 2018 | 2018 | | | All | All |

| | |
|-----------------------------------|--|
| Involved Region or Country | North America |
| Additional Options (RPOs) | Equipped with Radio Infotainment System RPO IOS, IOU, or IOT |
| Condition |  <p style="text-align: right;">4889130</p> <p>Some customers may comment on the TTY phone feature icon missing from the radio display settings. The TTY feature helps people who are hearing impaired communicate on the phone. This feature is calibrated off and these calibrations will enable the menu and allow the driver to adjust the setting as they want.</p> |
| Cause | This may be due to a software calibration. |
| Correction | Update the radio with the latest calibrations available in TIS2WEB. |

Service Procedure

If you encounter a vehicle with the above concern, SPS program the radio. Refer to *Radio: Programming and Setup* in SI. USB programming is not required.

Parts Information

No parts needed for this condition.

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|------------------------------|------------------------------------|
| 2810335 | Radio Reprogramming with SPS | Use Published Labor Operation Time |

| | |
|----------|----------------------------|
| Version | 1 |
| Modified | Released February 19, 2018 |

