

Service Bulletin

Bulletin No.: 18-NA-116 Date: April, 2018

INFORMATION

Subject: Install API Manager Message Displayed After Radio Replacement

Brand:	Model:	Model Year:		VIN:		Engine	Transmission:
		from	to	from	to	Engine.	
Cadillac	CTS	2017	2018				
Cadillac	ATS XTS	2018	2018			All	All
GMC	Terrain	2018	2018				

Involved Region or Country	North America and N.A. Export Regions				
Additional Options (RPOs)	Equipped with Infotainment System (RPO IOU or IOT)				
Condition	Please Install API Manager through AppShop Dismiss Dismiss Some customers/technicians may comment on the radio displaying the message "Please Install API Manager through AppShop" when downloading or launching an app after radio replacement.				
Cause	This message could occur if the Radio Reset procedure was not followed in SI prior to removal of the radio.				
Correction	Reinstall the previously removed radio then perform the radio reset.				

Service Procedure

If you encounter a vehicle with the above concern, reinstall the previously removed radio then perform the radio reset. Refer to *Radio Reset* in SI. If the condition persists, delete the app and download it again.

Parts Information

No parts needed for this condition.

Version	1
Modified	Released April 13, 2018

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". 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, <u>DO NOT</u> 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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