



Preliminary Information

PIC6343 Cluster Speed Limit Sign Speed Value is Stuck, Flashing Units, or Displays No Value

Proactive

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	ATS	2018 - 2019	All	All	All	All
Cadillac	CTS	2018 - 2019	All	All	All	All
Cadillac	XTS	2018 - 2019	All	All	All	All
Buick	Regal	2018 - 2019	All	All	All	All
GMC	Terrain	2018 - 2019	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	RPO IOT or IOU
Condition	<p>The driver information center (DIC) Speed Limit sign may exhibit the following condition(s) depending on the model and current radio software version number:</p> <p>All models:</p> <ol style="list-style-type: none"> 1. Displayed speed limit is stuck on a value, not updating as the roadway speed limit changes. (All Models listed excluding Regal) 2. Speed limit displays no value or is blank. (All Models) 3. The speed limit unit of measurement (KPH/MPH) flashes. (Cadillac Models only)
Cause	Software anomalies.

Correction:

Inspect the radio software version number. Home <Settings><About><Build Number. Press the lower-case "i" to view the full version number. Note: failure to press the lower-case "i" to view the full version number will result in incomplete inspection of the radio software version number.

Condition 1:

Engineering has identified the cause and corrected it with a software solution. Ensure the radio software is on version 20.11 or greater. If less than 20.11 reprogram the A11 Radio software. Refer to A11 Radio: Programming and Setup in SI.

Condition 2:

Engineering is investigating the issue and working toward a software solution. Do NOT replace any parts for this condition. This PI will be deleted and a bulletin will be created when fix information is released.

Condition 3:

Engineering is investigating the issue and working toward a software solution. Do NOT replace any parts for this condition. This PI will be deleted and a bulletin will be created when fix information is released.

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
2810335	Radio Reprogramming with SPS	Use Published Labor Time

Version History

Version	1
Modified	12/03/2018 - Created on



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