

Navigation Radio, Screen Locks-Up, Map DVD Message Displayed, Phone Number Not Dialed via Bluetooth, Outbound Caller Cannot Be Heard (Reprogram Radio) #05-08-126-001 - (Feb 25, 2005)

Table 1: [STS NAVIGATION SOFTWARE \(P/N TAC #300\)](#)

Navigation Radio, Screen Locks-Up, Map DVD Message Displayed, Phone Number Not Dialed via "Bluetooth", Outbound Caller Cannot Be Heard (Reprogram Radio)

2005 Cadillac STS

with Navigation Radio (Infotainment System 012) (RPO YQ4)

Condition

Some customers may comment on any of the following conditions:

- The touch screen locks up.
- The system shows "Disc Inserted is Not a Map DVD" even though a map DVD is installed.
- The phone number is not dialed via "Bluetooth" - this occurs after the customer has added and/or deleted more than 50 inputs.
- When using "Bluetooth", the outbound caller is very faint and can not be heard well.

Cause

A software anomaly in the radio may cause this condition.

Correction

Important : *New software can be obtained from the Warranty Parts Center. Service CDs are in limited supply. Dealers should retain the service CDs for future use.*

DO NOT REPLACE THE RADIO. A service CD has been developed to correct these conditions. The navigation/radio software should be reprogrammed using the following procedure:

Important:

- Software CDs, a Tech 2® (with CANdi module), and the Map DVD are required to complete this procedure.
- This software can only be used for updating the 2005 Model Year STS Navigation radio P/Ns 10377613 and 10377615. Do not use these CDs to update any other vehicle's navigation radio.
- The use of latex gloves is recommended to avoid fingerprints on the products and/or discs.
- If the vehicle is turned off during updating, "Software Updating" process may not work again and a new navigation radio will be required.

Downloading Instructions for Tech 2® Update:

The Tech 2® software will need to be 25.002 or later in order to complete the radio programming procedure. Until such time 25.002 is available, a special engineering release (211.104) is available through TIS 2 Web. Complete the following steps to update the Tech 2® using the special engineering release (211.104) via TIS 2 Web.

Important: The Techline PC must be connected to the dealer's high speed internet. TIS 2 Web can also be accessed from Dealerworld (in Canada, GMinfoNET).

1. With the Tech 2® connected to the Techline PC, select "Tech 2® Download" from the TIS main screen.
2. Once communication has been established with the Tech 2®, select "Custom" mode from the Select Diagnostic Tool For Download screen, then click "next".
3. From the Select Application screen at the Applications for Downloading column (on the left of the screen), scroll down to the North American Operations Engineering Folder.
4. Double click subfolder 211.104, then select the appropriate language.

Important: Tech 2® version 211.104 can be used for all vehicle diagnostics and programming

until the next scheduled Tech 2 release = 25.002.

5. Once version 211.104 is visible in the Selected folder on the right, select "Download" to update the Tech 2®.

Navigation Radio Reprogramming Procedure:

Important: This procedure will erase all memory points (radio presets, navigation location, etc.).

1. Note the customer's radio presets.
2. Connect the Tech 2® (with CANdi module) and turn ON the ignition, with the engine OFF. The ignition mode switch has 2 contact buttons. The upper button, with a circle indicator on it, starts the engine if the brake pedal is applied. The bottom one has two indicators on it; O and ACC. This button cycles the ignition through the following modes: OFF--This is the normal state upon entering the vehicle, and can also be reached from any other mode by depressing the button. The O indicator illuminates. Accessory--This mode can be reached from the OFF state by depressing the button. The ACC indicator illuminates. ON with the engine OFF--This state can be reached from the OFF or Accessory modes by depressing the button for about 5-6 seconds. The upper LED illuminates.
3. Wait until the audio or map screen are displayed after the Cadillac logo screen.

Important: If the Navigation software version is the same or higher than vO.DE, the software update will not start and the Navigation (Disc 1) software update is not necessary.

4. Eject the Map DVD, if loaded. Load the Navigation Radio software Disc 1, P/N 15256171, into the Map DVD loading slot.
5. "Preparing to Load System Software" along with a progress bar, will appear on the screen. When the green progress bar reaches the end, Disc 1 software update is complete and the system will automatically restart.
6. Eject Disc 1 from the Map DVD slot.
7. Load Disc 2, P/N 15256170, in the Map DVD slot.
8. A progress bar will be displayed on the lower left side of the screen. Japanese text will appear above the progress bar. When the yellow progress bar reaches the end, the Disc 2 software update is complete and the system automatically restarts.
9. Eject Disc 2 from the Map DVD slot.
10. Using the Tech 2®, complete the following steps to initialize the Audio and Navigation software:
 - A. Select: "Diagnostics"
 - B. Select: Model Year -- "2005"
 - C. Select: Vehicle Type -- "Passenger Car"
 - D. Select: Product Make -- "(6) Cadillac"
 - E. Select: Product Line -- "D"
 - F. Select: Product Series

G. F7: Body/Accessory

H. Select: "Entertainment"

I. F5: Module Set-up

J. F2: Navigation Radio

K. F0: Audio Update Initialize

L. Select "Next" "A loss of communication" will be experienced, power the Tech 2® off and then back on and follow steps *10.1 thru 10.9* , then proceed to step 10.13 to continue initializing the Navigation system.

M. F1: Navigation

N. Select: "On". The "Commanded State" will switch from "none" to "on" and the screen will flash and come up to the radio display.

O. Exit back to the "Body/Accessory" screen -- select F7: Body/Accessory

P. F4: Module ID Information

Q. F1: Navigation Radio. Verify the software versions are:

- Navigation software version =
0DE0
- Radio Audio Software version =
00F8

- Turn the vehicle off.
- Open and close the driver's door, wait for 60 seconds.
- Turn the ignition "On".
- Load the Map DVD into the slot located below the navigation system screen.
- After inserting the Map DVD, touch the "I agree" screen button. If the "I agree" screen does not come up, hit the "globe"/map key to access the navigation screen.
- Reset the radio presets to the customer's preferences.
- Verify the navigation system reflects the correct location of the vehicle. If necessary, recalibrate the navigation system. Refer to the STS Owner's Manual Navigation supplement (pages 2-59 and 2-60 or SI Document ID #1453211) for more information.
- Turn the vehicle off. The software update is complete.

Important: Disregard the instructions contained in the software discs advising the technician to report the software update for the vehicle.

Parts Information

To obtain a service CD, fax the form included in this bulletin, to the GM Warranty Parts Center.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
R9707	Radio/Navigation - Reprogram	0.7 hr

SERVICE CD REQUEST FORM:

Fax the completed request form to:

GM Warranty Parts Center

Attention: Jeannette Dunn

Fax #: 248-371-0192

VIN: _____

R.O. #: _____

Dealer Information:

Dealer BAC (U.S.): _____

Dealer Code (Canada): _____

Dealer Name: _____

Address: _____

Technician: _____

Important: If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

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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**Document ID# 1616094
2005 Cadillac STS**