Service Bulletin

PRELIMINARY INFORMATION

Subject: No XM on Start-Up when Manually Tuned and/or Using Voice Recognition, No Radio Wake-Up

Models: **2014 Buick LaCrosse, Regal**
2013-2014 Cadillac ATS, SRX, XTS
2014 Cadillac CTS Sedan (VIN A), ELR
2015 Cadillac Escalade Models
2014 Chevrolet Corvette, Impala, Silverado 1500
2015 Chevrolet Silverado 2500/3500, Suburban, Tahoe
2014 GMC Sierra 1500
2015 GMC Sierra 2500/3500, Yukon Models
Equipped with RPOs IO3, IO4, IO5, IO6 or (RAO −UA3) (ATS Base Radio)

> **This PI has been revised to update IO3/RAO-AU3 Recommendation/Instructions and Warranty Information. Please discard PI1238.**

Condition/Concern

Some customers may comment on the following concerns listed in the table below:

Condition	RPOs IO3, RAO (−UA3)	RPOs IO4, IO5, IO6
No Wake Up on start up. (A blank screen and no audio and battery cycle is required for recovery).	X	X
No XM audio at startup in weak signal conditions.	X	X
Using Speech Recognition to tune to an XM station will not function until the radio has been sourced to XM and the channel list can be built.		X
Radio resets after start up every 40 seconds.	X	X
Rear view camera DTC B127.08 will set incorrectly.	X	

Recommendation/Instructions

Before updating software, check the tuner build version. The "Audio Soft Version" label should be 000474 or lower. If version 000477 is already installed, DO NOT reprogram. Software corruption can occur. Check the software version by:
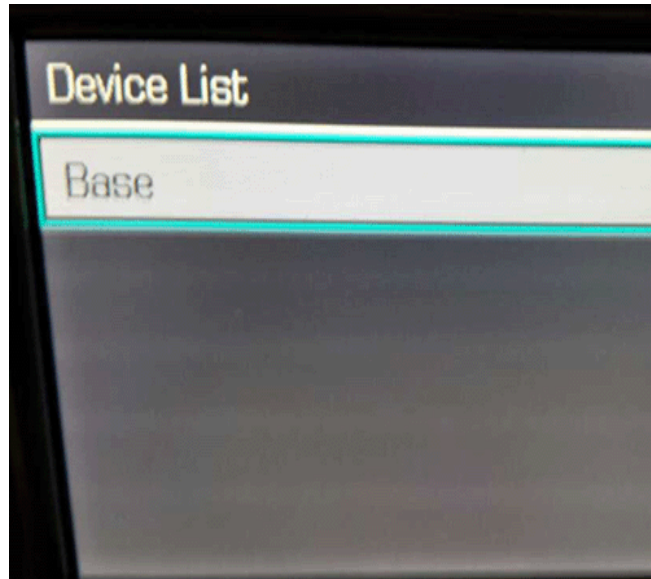
For IO3/RAO−UA3 (Sierra shown for reference)

Note: IO3/RAO−UA3 radios may take 2 + hours to complete programming. Due to the length in programming, a wired internet connection is preferred.

Important: When programming IO3 radios, measures must be taken to **NOT** to let the tech's TIS2WEB computer go to sleep during programming.
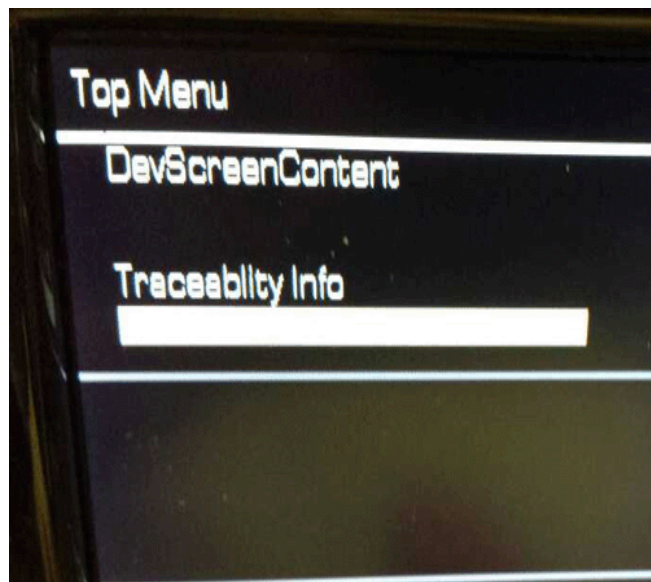
Buick	Power+Menu+Home
Cadillac	Home+Volume Down
Chevrolet	Power+Menu+Home
GMC	Power+Menu+Home

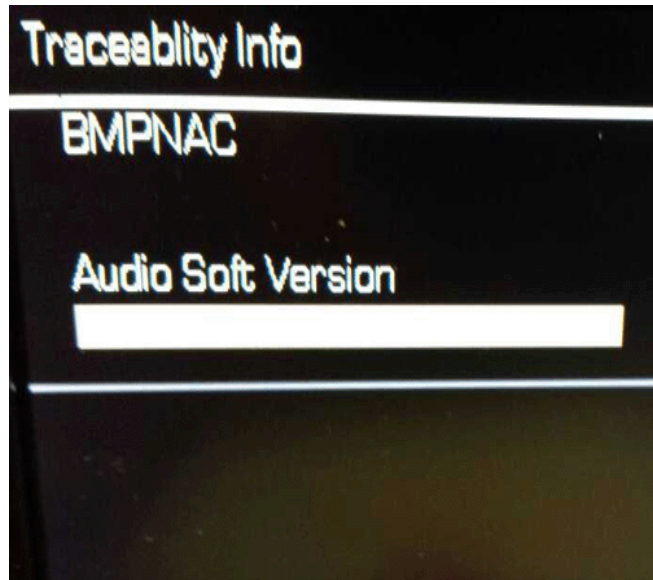1. Press the button combination shown in the table above.

3905983

2. Select "Base."

3905986

3. Select "Traceability Info."

3905990

4. Scroll down to "Audio Soft Version."

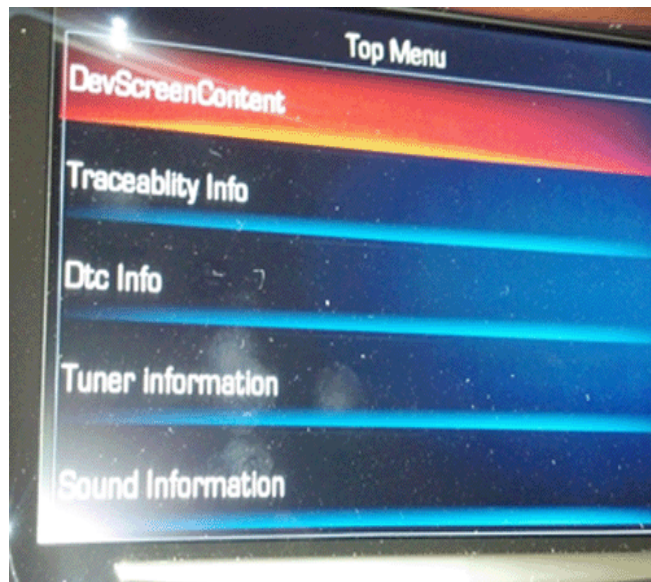**IO4, IO5, IO6 (Escalade shown for reference)**

Buick	Power+Menu+Home
Cadillac	Home+Volume Down
Chevrolet	Power+Menu+Home
GMC	Power+Menu+Home

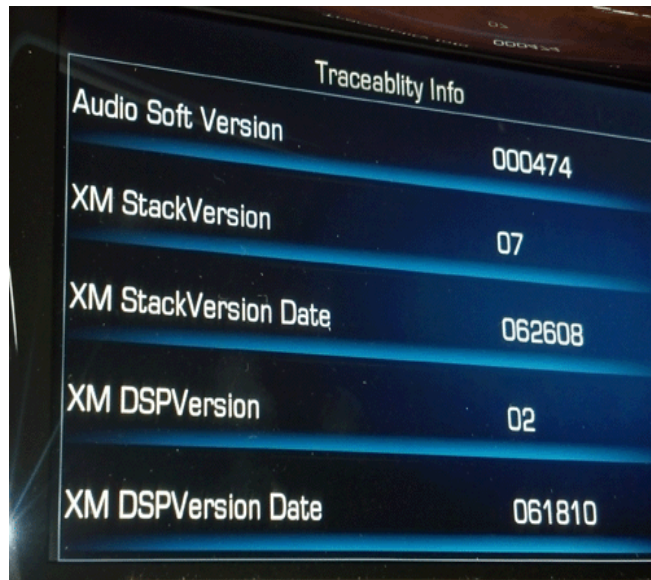1. Press the button combination shown in the table above.

3825875

2. Select "Tuner."

3825876

3. Select "Traceability Info."

3825877

4. Scroll down to "Audio Soft Version."

Note: "Tuner" may not always show when checking the software version. This may need to be repeated more than once for tuner selection to be available.

An updated software calibration has been released to address these conditions.

Important: Verify the battery voltage is more than 12 volts but less than 16 volts before proceeding with reprogramming. The battery must be fully charged **BEFORE** reprogramming.

Important: During reprogramming, the battery voltage must be maintained within the proper range of 12-15.5 volts. **CONNECT** the approved Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool (EL-49642) to the vehicle or the GR8 (EL50313) in the power supply mode.

Update the radio using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

Important: The vehicle modules MUST go to sleep for 5 minutes after programming the radio. If not, the vehicle may not have sound, blank screen, no touch response or the wrong splash screen may appear on the screen. If this happens, shut off vehicle and wait the required 5 minutes before starting vehicle again.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS	Use Published Labor Operation Time
2880278*	Radio Reprogramming with SPS (IO3/RAO-UA3 Radios ONLY)	1.0 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		