Service Bulletin

PRELIMINARY INFORMATION

Subject: Poor FM Radio Reception

Models: **2014 Chevrolet Silverado 1500**
2014 GMC Sierra 1500
2015 Chevrolet Silverado (Without RPO AVF)
2015 GMC Sierra (Without RPO AVF)
Equipped with Radio RPOs IO3, IO4, IO5 or IO6

> **This PI has been revised to update the Condition/Concern and Recommendation/ Instructions. Please discard PI1288.**

Condition/Concern

Some customers may comment that the FM radio reception is poor.

In moderate to weak strength FM signals, or varying strength signals that alternate between weak and strong, the audio can become "muddy" or "muted" sounding. This can be caused by an environment with large buildings or mountains or simply being far from the broadcaster. The new software reduces the amount of muting, as well as the time the radio will remain partially muted improving clarity and stereo separation under those conditions.
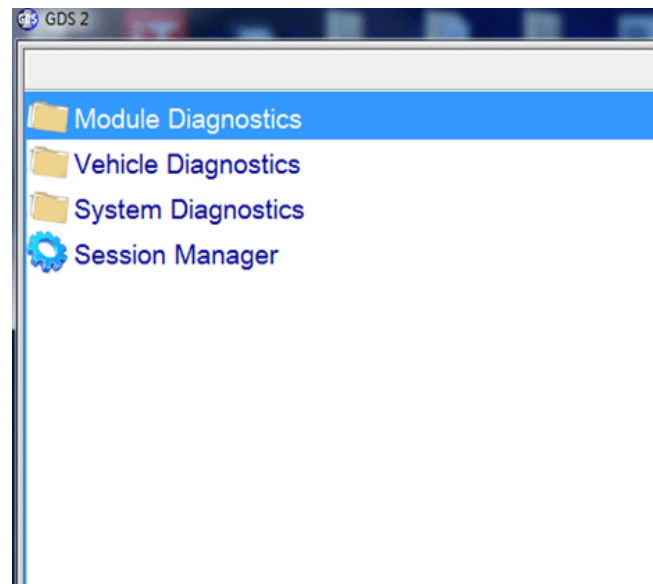
This may be caused by a software anomaly.

Recommendation/Instructions

An updated software calibration as well as new hardware have been released to address this condition. Vehicles not already equipped with the new hardware must obtain new hardware as well as new software. Vehicles already equipped with new hardware need only update software.

Verify the radio hardware part number using GDS2 and determine if new hardware is required using the steps and chart below:
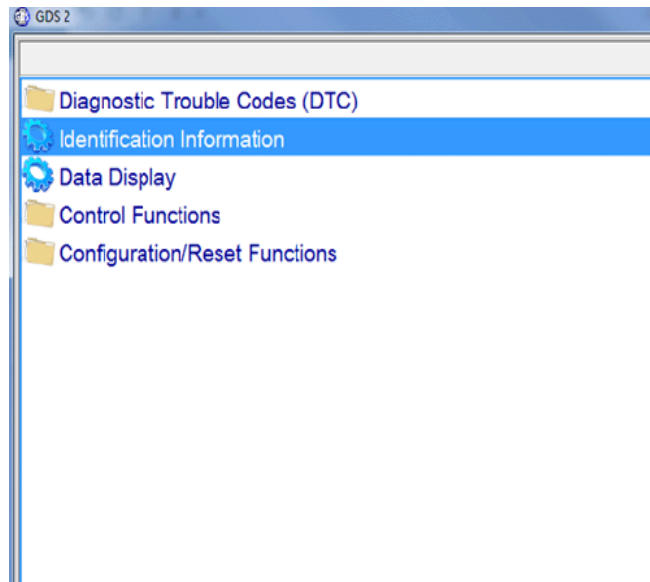
1. In GDS2, select:

⇒ Module Diagnostics

⇒ Radio

3976044

⇒ Identification Information

3976045

When the above screen is shown, the field "End Model Part Number" will have the hardware part number in the "Value" column.

Hardware Part Numbers requiring Replacement AND Software Update		
13588218	13588214	13588217
13588213	13588209	13588218
13588214	13588217	13588213
13588209	13588218	13588214
13588217	13588213	13588209
13590774	13590770	13590773
13590769	13590765	13591778
13591774	13591777	13591677
13591673	13591983	13591979
13591982	13591996	13591992
13592706	13592702	13592705
13592719	13592715	

Hardware Part Numbers requiring ONLY Software Update		
13592795	13592791	13592794
13592808	13592804	23238028
23238026	23238027	23264112
23264111	23264110	23264109

Before updating software, check the tuner build version. The "Audio Soft Version" label should be 000478 or lower. If version 000478 is already installed, DO NOT reprogram. Software corruption can occur. Check the software version by:
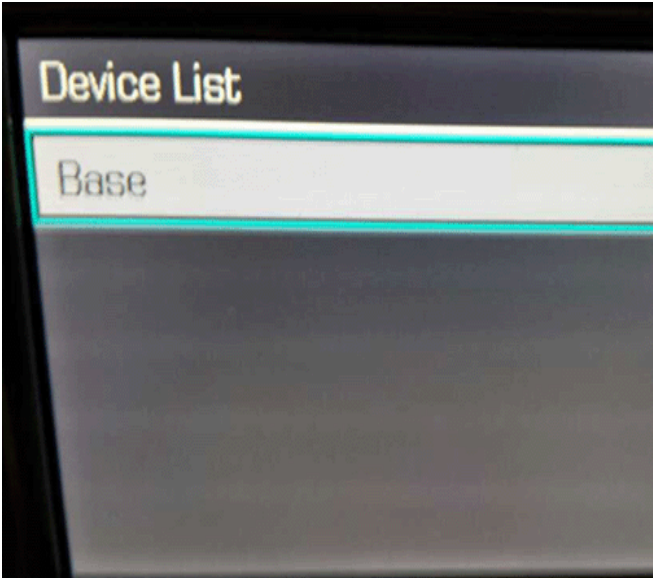
For IO3

Note: IO3 radios may take 2 + hours to complete programming.

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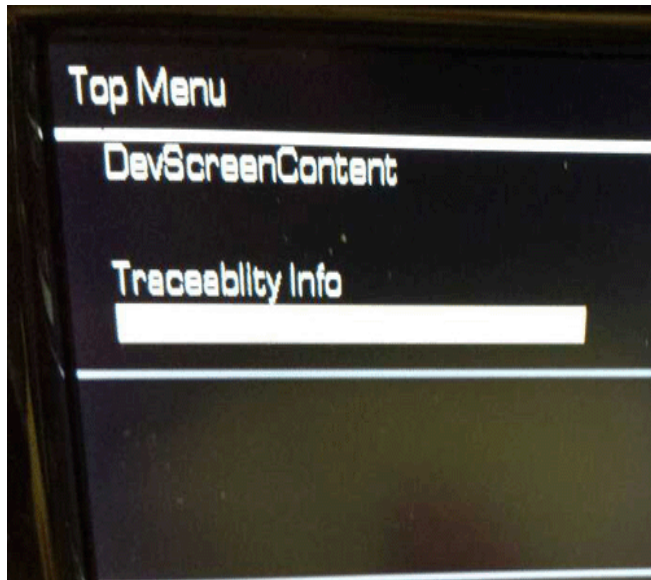
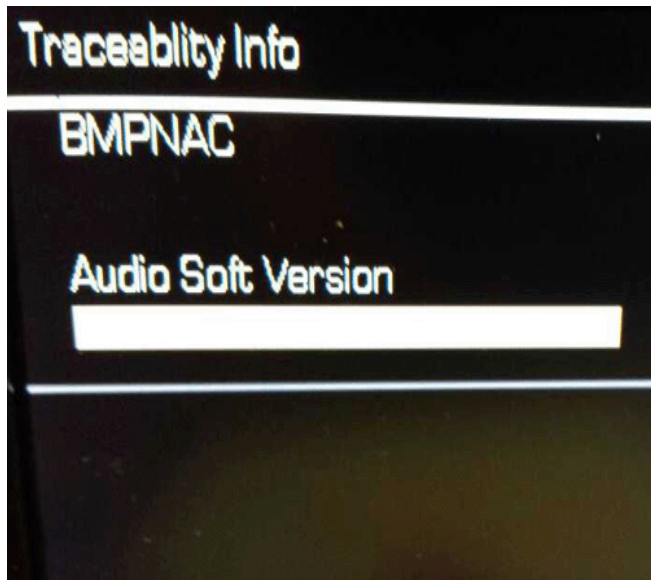| Chevrolet	Power+Menu+Home
GMC	Power+Menu+Home

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

3905983

2. Select "Base."

3905986

3. Select "Traceability Info."

3905990

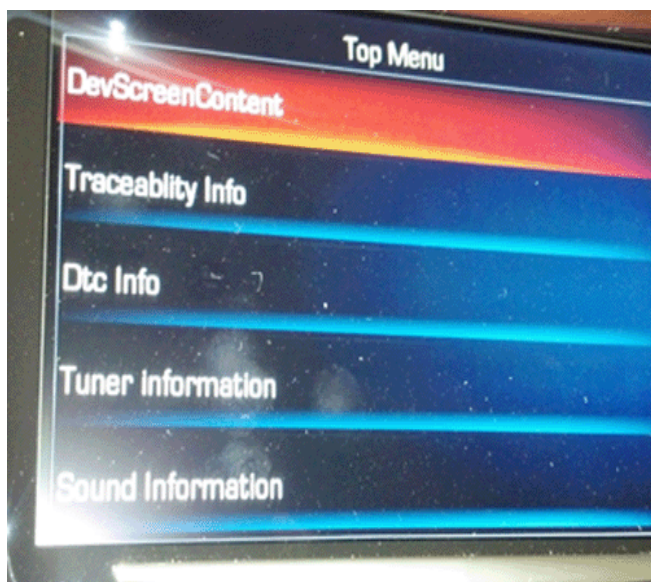4. Scroll down to "Audio Soft Version."

IO4, IO5, IO6

Chevrolet	Power+Menu+Home
GMC	Power+Menu+Home

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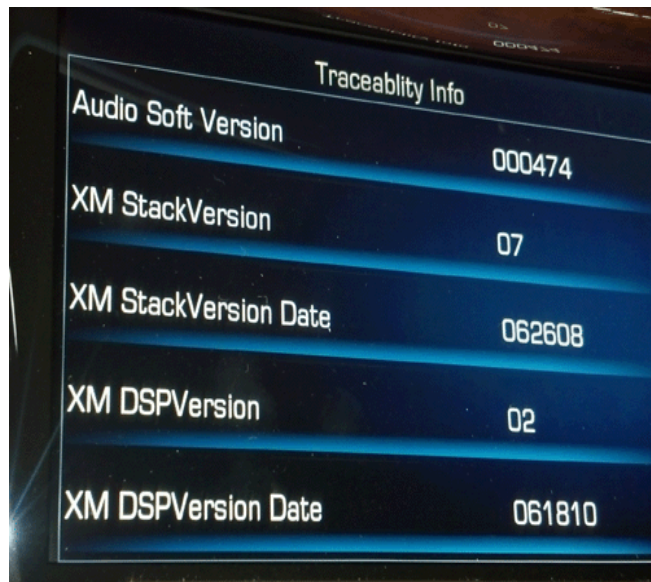

3825875

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.

If radio replacement is required, refer to Radio Replacement and Radio Programming and Setup in SI.

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 Radios ONLY)	1.0 hr
3420840	Radio Replacement	Use Published Labor Operation Time
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		