



Service Bulletin

PRELIMINARY INFORMATION

Subject: No XM Audio or Time Shift, Radio Lock-Up, Slow Response, Vertical Line Between Clock and Temperature, Poor FM Reception (Truck Only)

Models: 2015 Buick LaCrosse, Regal
2015 Cadillac ATS, CTS Sedan (VIN A), ELR, Escalade Models, SRX, XTS
2015 Chevrolet Colorado, Corvette, Impala (VIN 1), Silverado 1500, Silverado 2500/3500 (RPO AVF), Suburban, Tahoe
2015 GMC Canyon, Sierra 1500, Sierra 2500/3500 (RPO AVF), Yukon Models
Equipped with RPOs IO3, IO4, IO5, IO6

This PI has been revised to add plant breakpoints and update the Recommendations/Instructions. Please discard PI1374B.

Plant	Breakpoint
Arlington	January 19,2015
Flint	January 19,2015
Fort Wayne	January 19,2015
Silao	January 26, 2015
Fairfax	February 18, 2015
Lansing	January 26, 2015
Oshawa	February 17, 2015
DHAM	January 16, 2015
Wentzville	January 19, 2015
Ramos	February 2, 2015
Bowling Green	January 12, 2015

Condition/Concern

Some customers may comment on the following concerns:

Condition	RPO			
	IO3	IO4	IO5	IO6
Slow response tuning to different XM stations	x			
Poor radio reception (Truck Only)	x	x	x	x
Time shift rewind/pause button highlighted but it does not function	x	x	x	x
Radio locking up when Clock Screen mode is activated	x	x	x	x
If audio source is changed right before turning ignition off, the next ignition cycle may not have any audio	x	x	x	x
Removal of vertical line between Clock and Temp	x			
No XM audio. Ignition cycle returns audio	x	x	x	x

Recommendation/Instructions

Before updating software, check the tuner build version. The "Software Version" label should be 005061 or lower. If version 005061 is already installed, DO NOT reprogram. Software corruption can occur. Check the software version by:

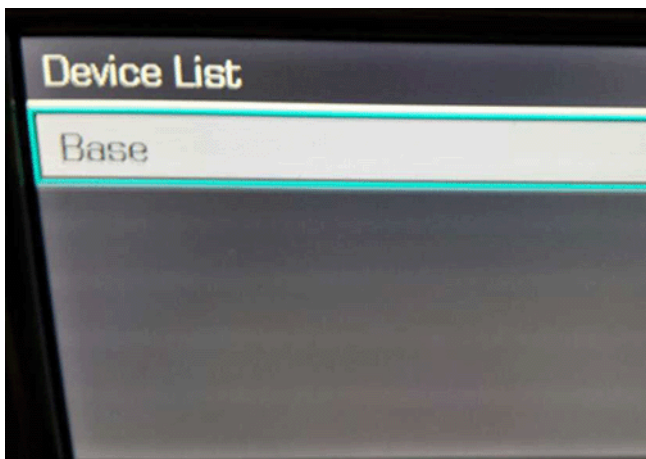
For IO3/RAO-UA3 (Sierra shown for reference)

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

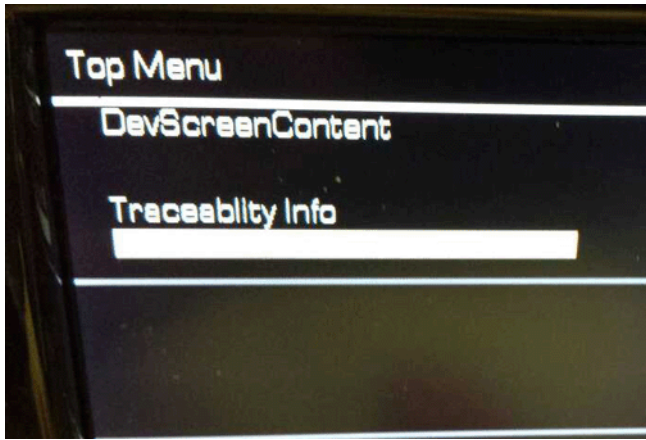
Important: When programming IO3 radios, measures must be taken to **NOT** let the tech's TIS2WEB computer go to sleep during programming.

Buick	Power+Menu+Home
Cadillac ATS ONLY (Base Radio)	Menu+FAV
Cadillac	Home+Volume Down
Chevrolet	Power+Menu+Home
GMC	Power+Menu+Home

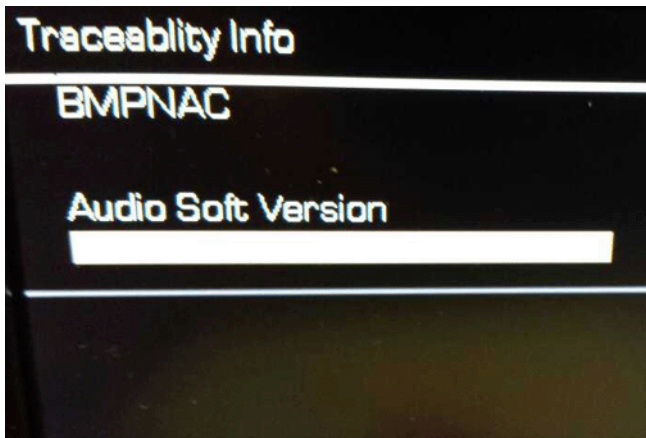
1. Press the button combination shown in the table above.



2. Select "Base."



3. Select "Traceability Info."



4. Scroll down to "Audio Soft Version."

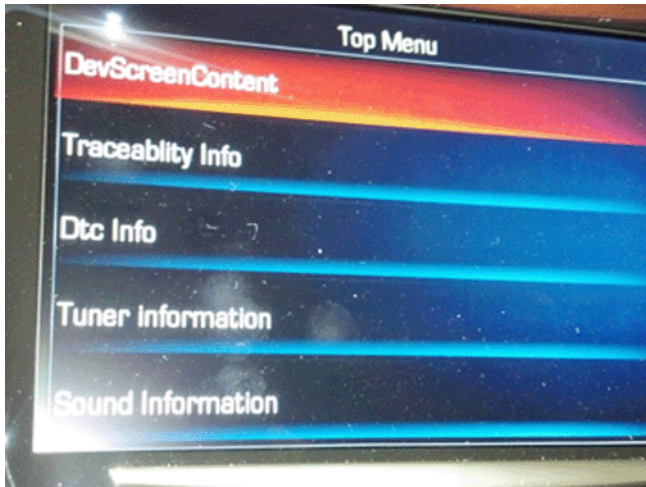
IO4, IO5, IO6 (Escalade shown for reference)

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

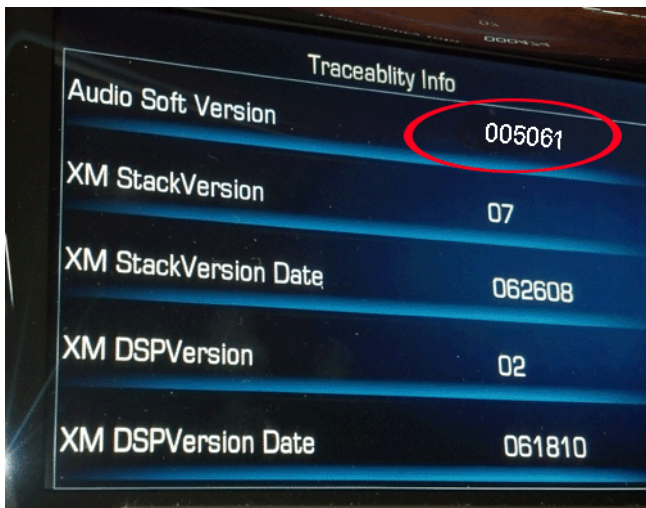
1. Press the button combination shown in the table above.



2. Select "Tuner."



3. Select "Traceability Info."



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 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 Operation Time
2880278*	Radio Reprogramming with SPS (IO3 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.

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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