



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Radio Resets, Volume Control Inoperative, HVAC Control Function Not Displayed, XM Not Showing Station List, Seek Buttons Not Functioning, CarPlay Map Too Bright, Front Pedestrian Icon Disappears, Infotainment Over temp Message, Momentary Blue Screen When Shifting into Reverse, XM Not Displaying Station List

Models: 2016 Buick LaCrosse, Regal
2016 Cadillac ATS, ATS-V, CTS, CTS-V, ELR, Escalade models, XTS
2016 Chevrolet Camaro, Colorado, Corvette, Impala, Malibu, Silverado, Suburban, Tahoe, Volt
2016 GMC Canyon, Sierra, Yukon models
Equipped with RPO code IO5 or IO6 built PRIOR to the build dates listed below

This PI was superseded to update Condition/Concern and Recommendation/Instructions. Please discard PIT5461.

Condition/Concern

Some customers may comment on the following concerns that are corrected with an extended key cycle

- Random Infotainment system resets while driving, screen temporarily goes blank and then returns after approximately 5 seconds
- The radio volume knob (non Cadillac) or slider bar (Cadillac) will not function
- The HVAC controls function but will not show changes on the display
- Seek buttons on the front controls will not function
- When using CarPlay the Map is intermittently bright at night
- Front Pedestrian Icon "Check Box" disappears after changing selection
- Overtemp Pop-up displayed randomly
- Displays a quick blue screen when shifting to reverse
- Rear Camera Image not updating
- Infotainment system resets when a device with a large amount of songs is connected
- XM not showing Station List
- Radio shows XM Station ID 0 intermittently

Vehicle	Build Date
LaCrosse	12/02/15
Regal	10/30/2015

ATS	12/14/2015
CTS	12/14/2015
ELR	12/1/2015
Escalade	11/13/2015
XTS	11/30/2015
Camaro	1/11/2016
Colorado	12/21/2015
Corvette	1/11/2016
Impala	12/02/15
Malibu	12/02/15
Silverado	11/13/2015
Suburban	11/13/2015
Tahoe	11/13/2015
Volt	12/1/2015
Canyon	12/21/2015
Sierra	11/13/2015
Yukon	11/13/2015

Recommendation/Instructions

Please reprogram the HMI with the latest programming available on Tis-2-Web.

An updated software calibration has been released to address the above conditions. Update the HMI Module using a USB FLASH DRIVE and the Service Programming System (SPS) with the files available on TIS2WEB. Refer to the SPS procedures in SI.

Important: This procedure is a USB flash drive programming event. This IS NOT a standard TIS2WEB programming event. This procedure requires a USB 2.0 flash drive. The minimum USB flash drive capacity requirement is 4 GB.

Use TIS2WEB to load the correct version of the software for EACH vehicle that is being programmed to prevent flashing the wrong software into the controller. TIS2WEB now will verify whether the USB stick already has the correct software. If the files in the USB stick are correct, TIS2WEB will indicate "USB drive has been ejected and can be safely removed from the computer" within a minute. If the files are incorrect for the vehicle, the USB drive will be completely erased, and the correct files will be loaded onto it.

Important: Once the software is downloaded to the USB, DO NOT add any data to the storage device.

After USB programming has been completed reprogram the HMI module this time using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI. Clear any DTCs.

Important: The vehicle modules MUST go to sleep for 5 minutes after programming the HMI module. 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
2810345	Reprogram HMI	Use Published Labor Operation Time

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION