Preliminary Information

PIC6365 USB Software Programming of Certain Infotainment 3.4 Radios in TIS2Web Temporarily Suspended

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	XT4	2019	All	All	All	All
Cadillac	CT6	2019	All	All	All	All
Chevrolet	Blazer	2019	All	All	All	All
Chevrolet	Camaro (except Korea)	2019	All	All	All	All
Chevrolet	Colorado	2019	All	All	All	All
Chevrolet	Equinox	2019	All	All	All	All
Chevrolet	Malibu (except for VINs KLAZ or KL1Z)	2019	All	All	All	All
Chevrolet	Silverado	2019	All	All	All	All
Chevrolet	Volt	2019	All	All	All	All
GMC	Canyon	2019	All	All	All	All
GMC	Sierra	2019	All	All	All	All
GMC	Terrain	2019	All	All	All	All

Involved Region or Country	North America
Additional RPO	Equipped with Infotainment system (IOS, IOT, IOU)
Condition	General Motors has identified an issue with current radio software version V803 which could cause chimes to function improperly
Concern	A software anomaly

Correction:

Note: Do NOT replace parts for this condition. Engineering is working to resolve the USB software concern as quickly as possible. Once resolved, this PI will be updated, a dealer message sent, and USB software will be re-enabled for release in TIS2Web.

Effective Sunday, May 19th GM has temporarily removed radio software programming from TIS2Web for the above listed vehicles while we work on a solution. The related TSB: *19-NA-047 Radio Software Version V803 Over-the-Air Update* will also be suspended during this time. Normal programming of calibration files is unaffected.

At this time, do not attempt to update radio software until new software can be loaded to TIS2Web. Attempts to download software via TIS2Web will be stopped with the following message:

"*USB programming of this controller is not supported at this time. Consult Preliminary Information (PIC6365) for details.*"

Do NOT contact GM Techline Customer Support Center (TCSC) or GM Technical Assistance Center (TAC) for this TIS2Web message.

Note: Do NOT replace a radio to get a software update. The radio will NOT have the latest software release available and could exhibit known issues of the software level that is pre-installed on it.

If diagnosis of a radio malfunction leads to radio replacement on the above listed vehicles be aware that the replacement radio will be provided with an older software version pre-installed. Radio calibration programming

(Radio Programming selection in TIS2Web) of the replacement radio is still required.

Version History

Version	1
Modified	05/20/2019 - Created on