



# Service Bulletin

Bulletin No.: 19-NA-087

Date: October, 2019

## TECHNICAL

**Subject:** Radio Software Version V805 Over-the-Air Update

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2019	2019			All	All
	CT6						
Chevrolet	Blazer						
	Camaro						
	Colorado						
	Equinox						
	Malibu						
	Silverado 1500 (New Model)						
	Volt						
GMC	Canyon						
	Sierra 1500 (New Model)						
	Terrain						
Holden	Acadia						
	Equinox						

<b>Involved Region or Country</b>	United States, Canada, Mexico, N.A. Export Regions, Australia, New Zealand
<b>Additional Options (RPOs)</b>	Equipped with Infotainment System RPOs IOS, IOT or IOU
<b>Condition</b>	<p>Some customers may comment on software issues. A continuous improvement software update is being released with updates made on the following areas: HVAC, Bluetooth, and general system improvements. Most notable improvements include:</p> <ul style="list-style-type: none"><li>• False Climate Off Message when HVAC is active.</li><li>• Delay after ignition on for Bluetooth contacts to download.</li><li>• General Bluetooth robustness changes and improvements.</li><li>• Radio display shows partial image, vertical lines, or in rare instances may smell a hot odor or see smoke when entering the vehicle or shifting out of Reverse.</li><li>• Static pop from speaker when door is opened.</li><li>• Preventative robustness enhancement for RVC.</li><li>• Navigation picture display is incomplete on HUD during Active Guidance View.</li><li>• Robustness improvements for software update.</li><li>• Rare loss of chime at ignition on.</li><li>• Australia only – When installing calibration archive to deactivate OnStar, it does not fully remove OnStar features (Australia).</li><li>• Australia only – loss of turn signal indicator click clack (Australia)</li></ul>
<b>Cause</b>	The cause of the condition may be software anomalies.

<b>Correction</b>	<p>A new radio software update, version V805, is being released for vehicles equipped with Infotainment system RPO IOS, IOT or IOU, in addition to providing general robustness and stability enhancements. This update includes all enhancements from previous software version releases.</p> <p>This update can occur remotely through in-vehicle prompts from the radio display. However, some customers may decline the vehicle update or the update may be unsuccessful. Along with the vehicles mentioned above, vehicles in unconnected markets, and fleet customers will need the dealer to reprogram the radio with the new software package.</p>
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## Service Procedure

**Important:** If the remote vehicle update has been downloaded or installed, DO NOT install the update via USB. DO NOT attempt to complete the programming event without reading Determining Where to Start – Checking for Update Status first to avoid programming failures or module lockup conditions.

**Important:** Be sure to keep the vehicle doors closed prior to beginning, and during, the USB programming event.

**Tip:** Tripping the door latch to closed status with the door open will allow exit of the vehicle during the programming process. Do NOT open the latch until programming is complete.

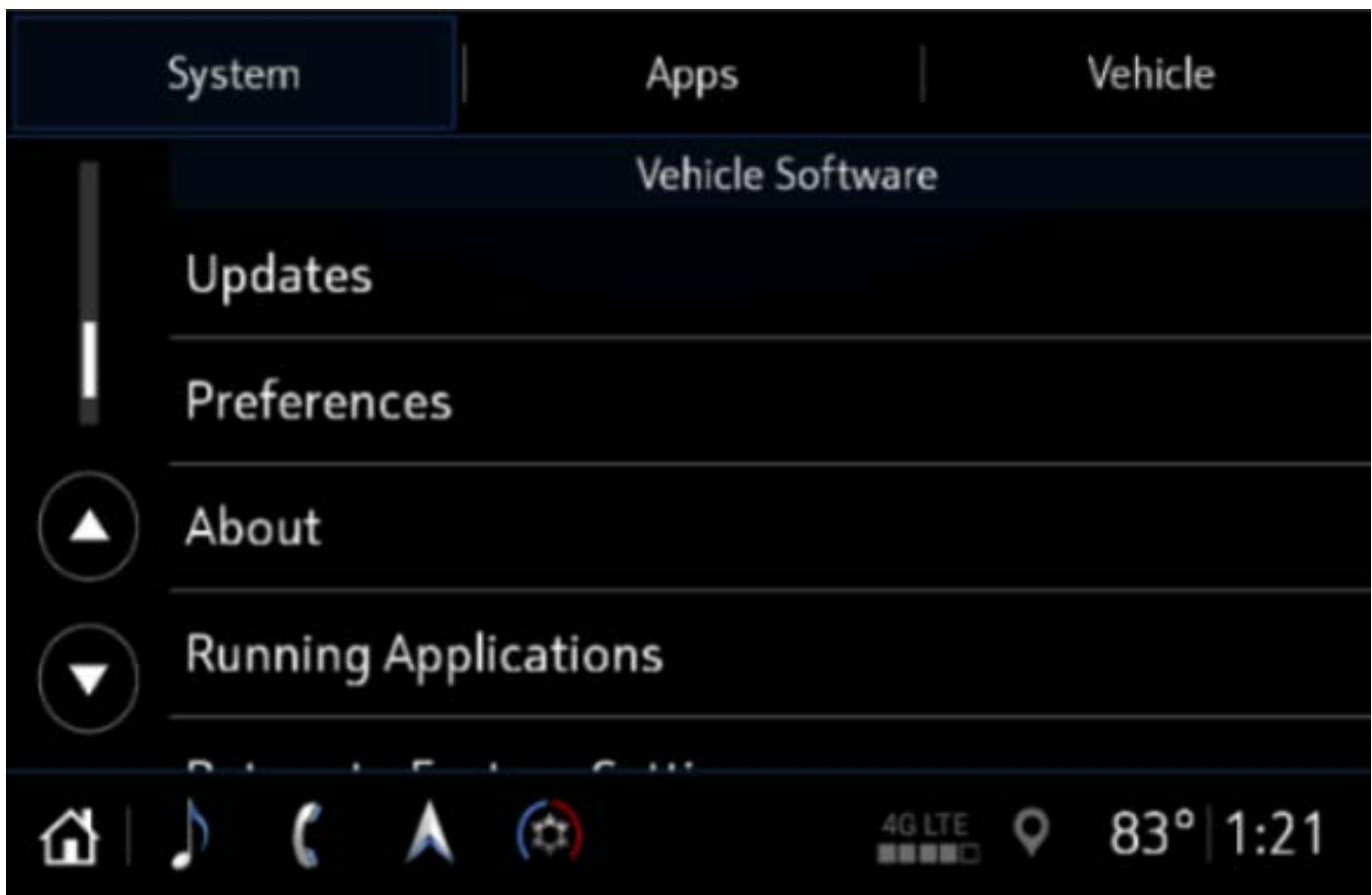
The update procedure in this bulletin includes the following four sections:

- Determining Where to Start - Checking for Update Status
- Update Procedure Using Remote Vehicle Update
- Update Procedure Using TIS2WEB (USB Download)
- Troubleshooting

**Important:** DO NOT attempt to complete the programming event without reading Determining Where to Start – Checking for Update Status first to avoid programming failures or module lockup conditions.

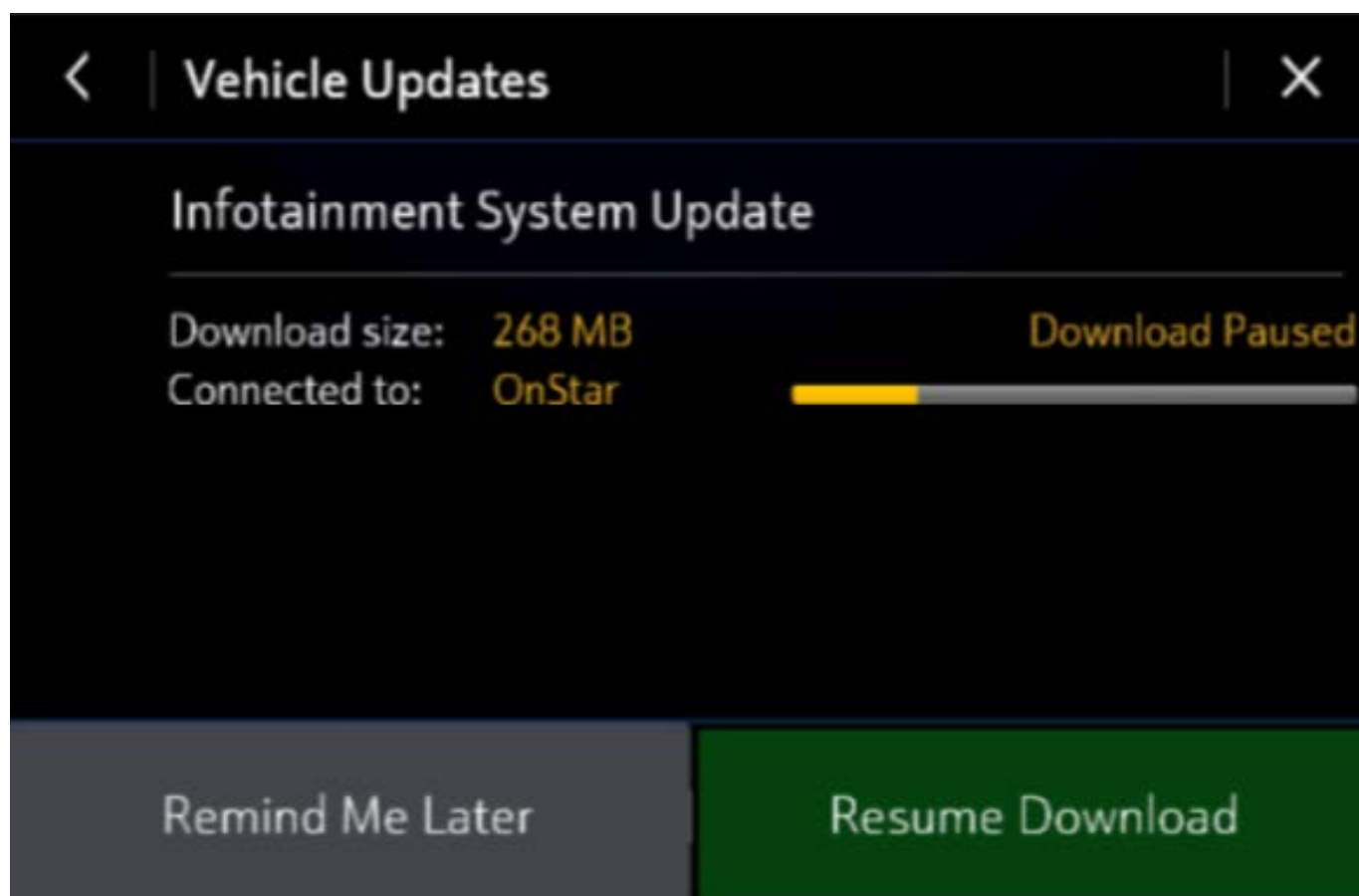
### **Determining Where to Start – Checking for Update Status**

The process used for this update is dependent on the status of the software on the module and if the module already has a remote install package downloaded. To verify if an update package is already on the vehicle, open “Settings” and then scroll to “Updates” on the radio screen. If an update is shown under the “Updates” screen, proceed to the **Update Procedure Using Remote Vehicle Update** section of this document.



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If no update is shown (see “No Updates Available” image in next section), go to the “About” screen and verify the build number (i.e., L206, V507, V509, V803 etc.). If the build number is less than V805, proceed with the software update following the **Update Procedure Using TIS2WEB (USB Download)** section of this document.



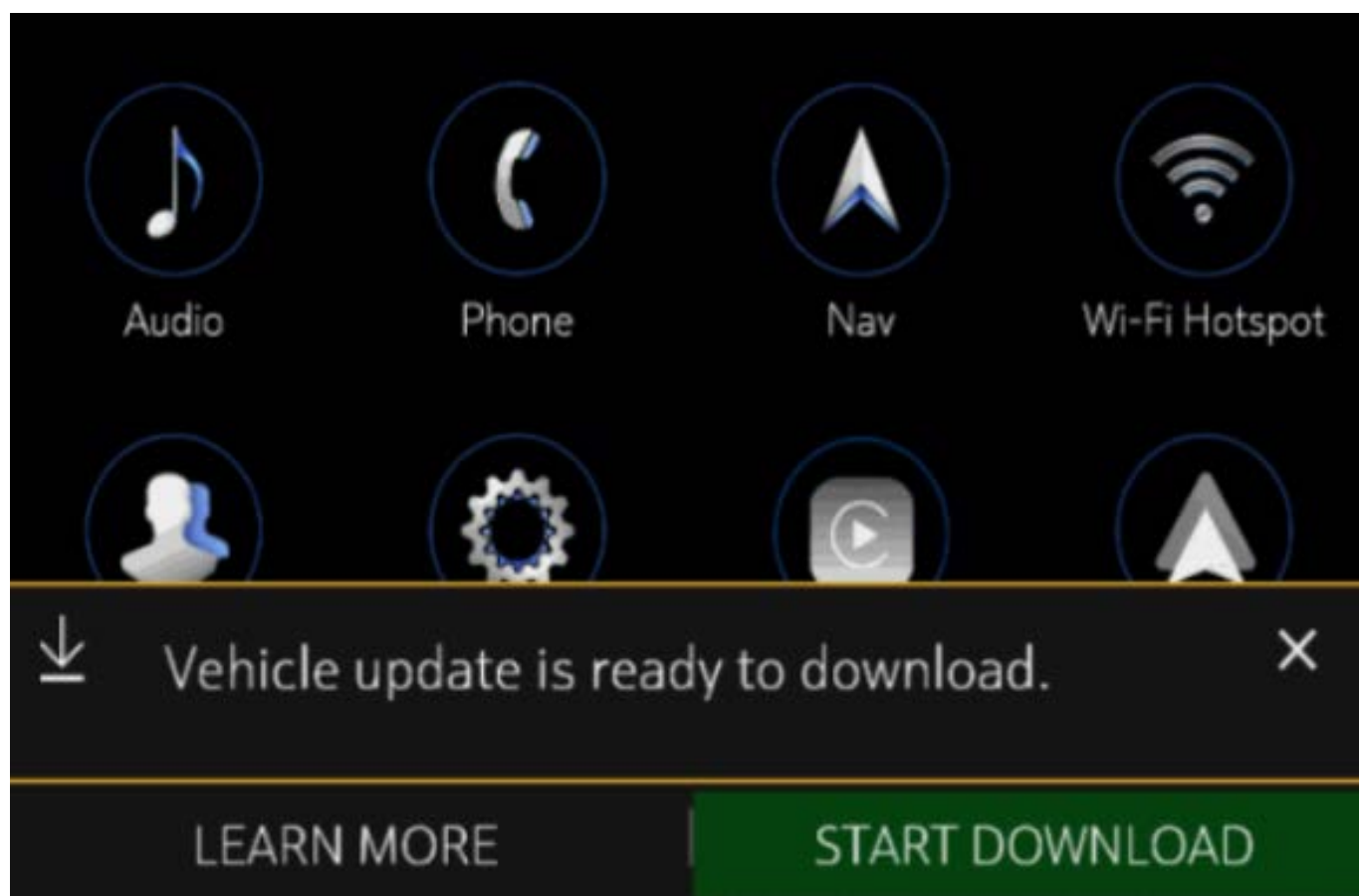
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**Caution:** If Vehicle Update screen shows “Infotainment System Update” (such as the screen above) do not use TIS2WEB or insert a USB stick. Use of the USB stick when the Remote Update has already been downloaded, installed, or paused during installation could result in program failures or module lockup condition. The update should be completed using the Remote Vehicle Update procedure, following prompts on the infotainment screen. Refer to Update Procedure Using Remote Vehicle Update after reading the remaining information in this section if the Remote Update has already been downloaded to the radio.

- If the remote vehicle update CANNOT be completed, the radio must be updated through SPS via USB. Refer to Update Procedure Using TIS2WEB (USB Download) in this bulletin.

#### Update Procedure Using Remote Vehicle Update

1. If a remote package is on the system, you may see the below pop up.
  - If the remote vehicle update has not been downloaded, select “Start Download,” wait for the download to complete and then follow the prompts to complete installation.



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2. If no "Start Download" or "Install Now" pop up is displayed, navigate to "Settings" -> "Updates." If there is a remote package on the system, it will display "Install Now" Or "Start Download." If the screen below is shown, then there is no remote update package on the system. Navigate to Settings -> About to verify the software version. If the build number is not V805 or greater, update via USB.



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**Important:** During installation, the vehicle will be disabled and cannot be driven. Features like door locks, windows and chimes may not work. If you leave the vehicle, DO NOT lock occupants inside.

**Note:** Download may pause due to cellular connection speed. If the download pauses, click resume to continue. If the download takes longer than 30 minutes, see the **Troubleshooting** section below.

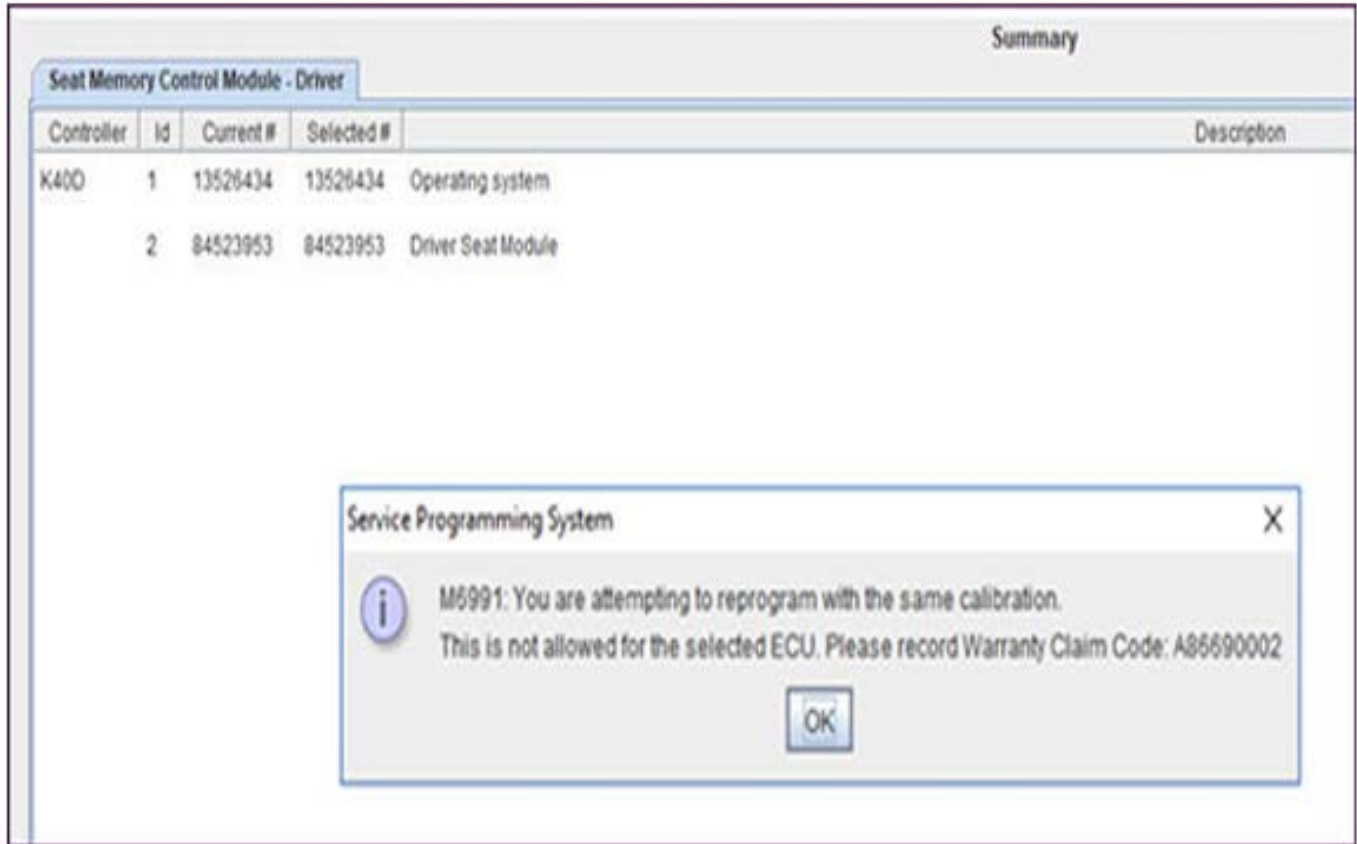
3. Once the remote vehicle update has completed, verify there are no updates. Select "Settings", scroll down and select "Updates." If no updates are available, verify software build is at V805 or greater in "Settings" -> About screen. If confirmed, no further action is required.

#### **Update Procedure Using TIS2WEB (USB Download)**

**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**Note:** Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.



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**Note:** If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming

System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of this bulletin.

1. Start SPS, select Radio – USB File Transfer and follow the on-screen instructions.



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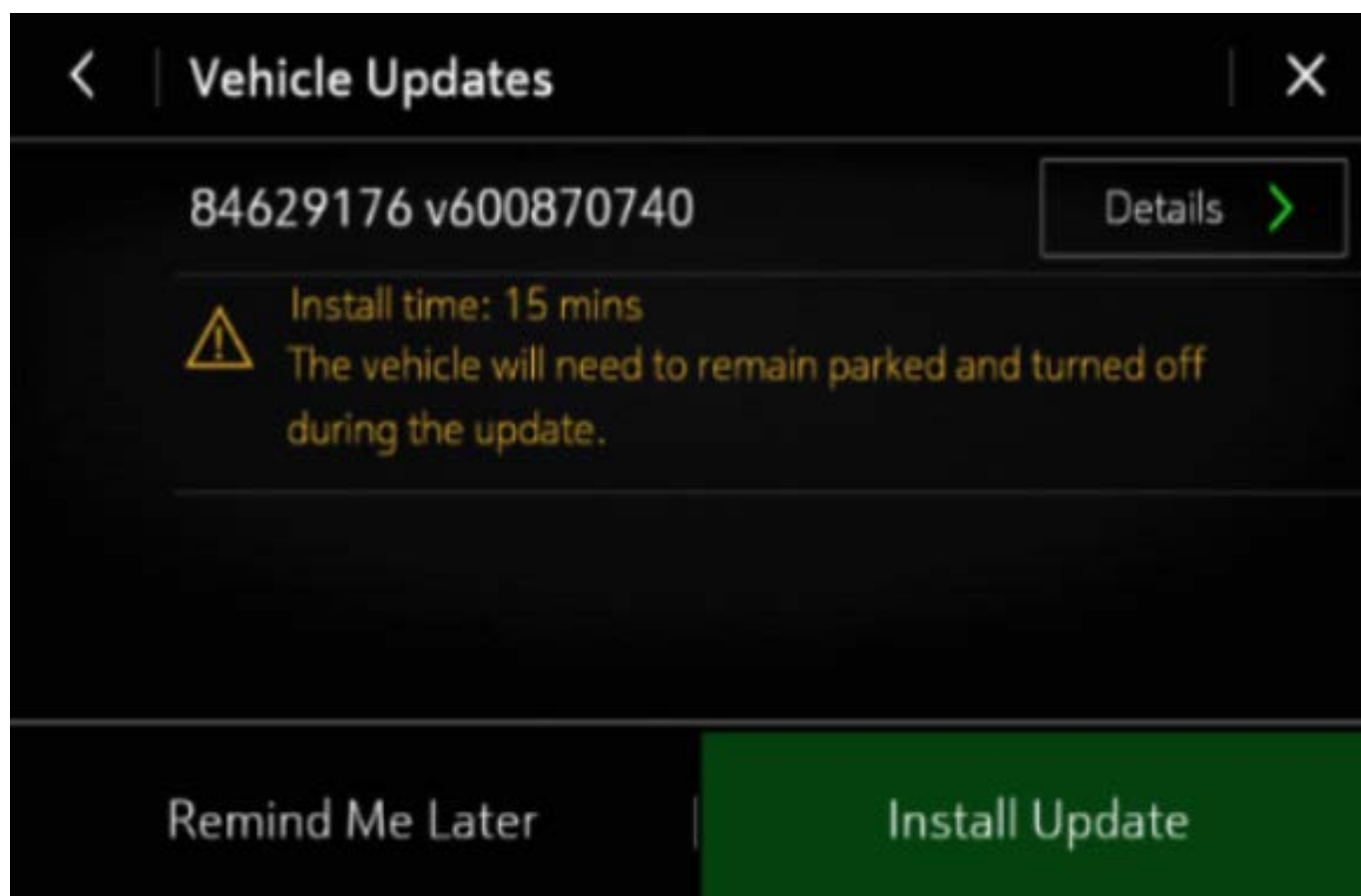
**Note:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 for the location of the WCC on the SPS screen.

2. Record SPS Warranty Claim Code on job card for warranty transaction submission.
3. Insert the USB into the vehicle while in Park. On the radio screen, select "Settings" —> "Updates" or select "Learn More" on pop up after USB insertion.
4. Select Install Update.
5. Follow on screen prompts to complete the update.

**Important:** Be sure to keep the vehicle doors closed prior to beginning, and during, the USB programming event.

**Tip:** Tripping the door latch to closed status with the door open will allow exit of the vehicle during the programming process. Do NOT open the latch until programming is complete.





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- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

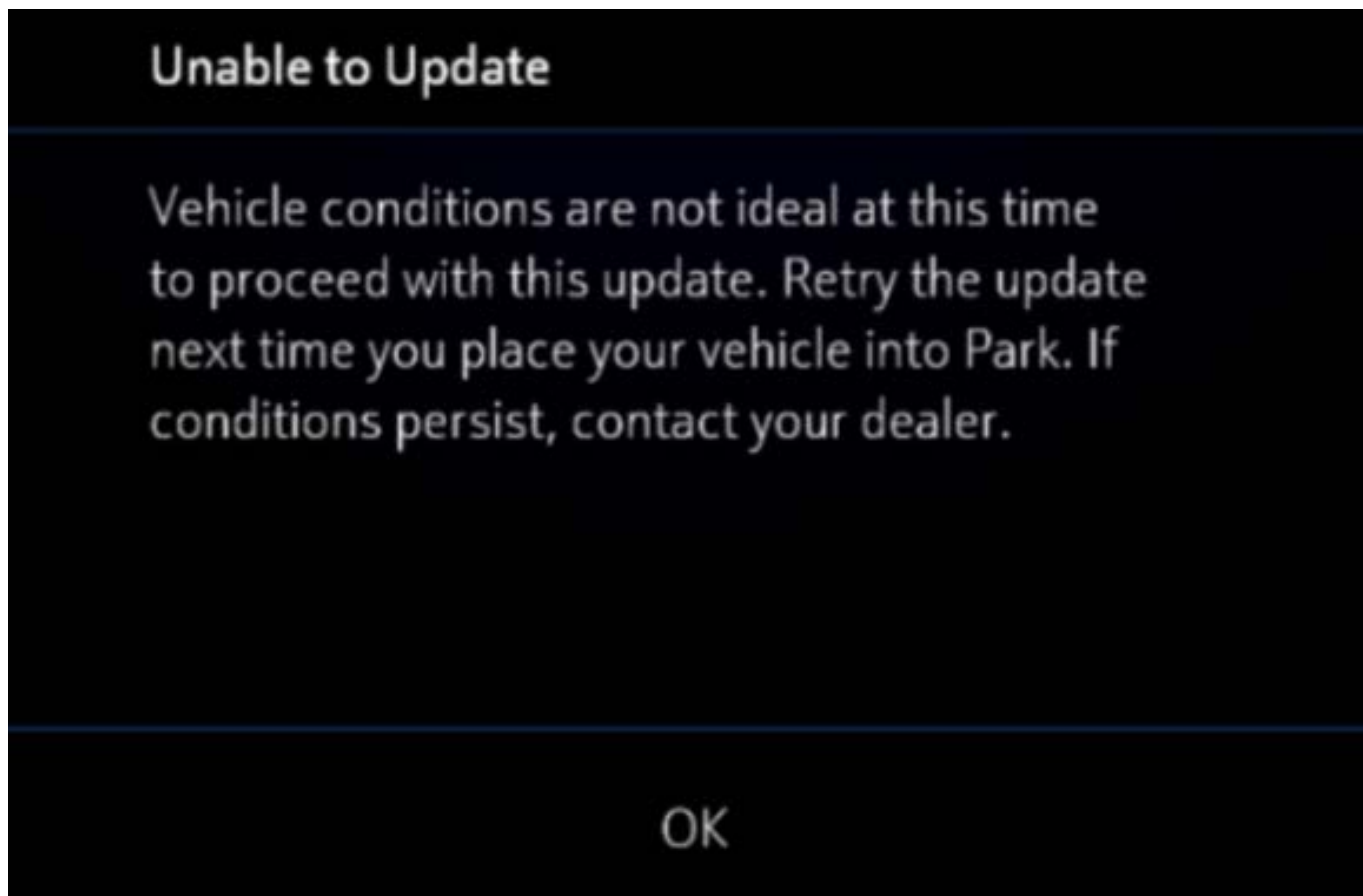
### Troubleshooting

**Important:** When downloading USB update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD the files wirelessly.

**Important:** If having issues with the USB drives, try using a different brand. The USB drive should be USB 3.0.

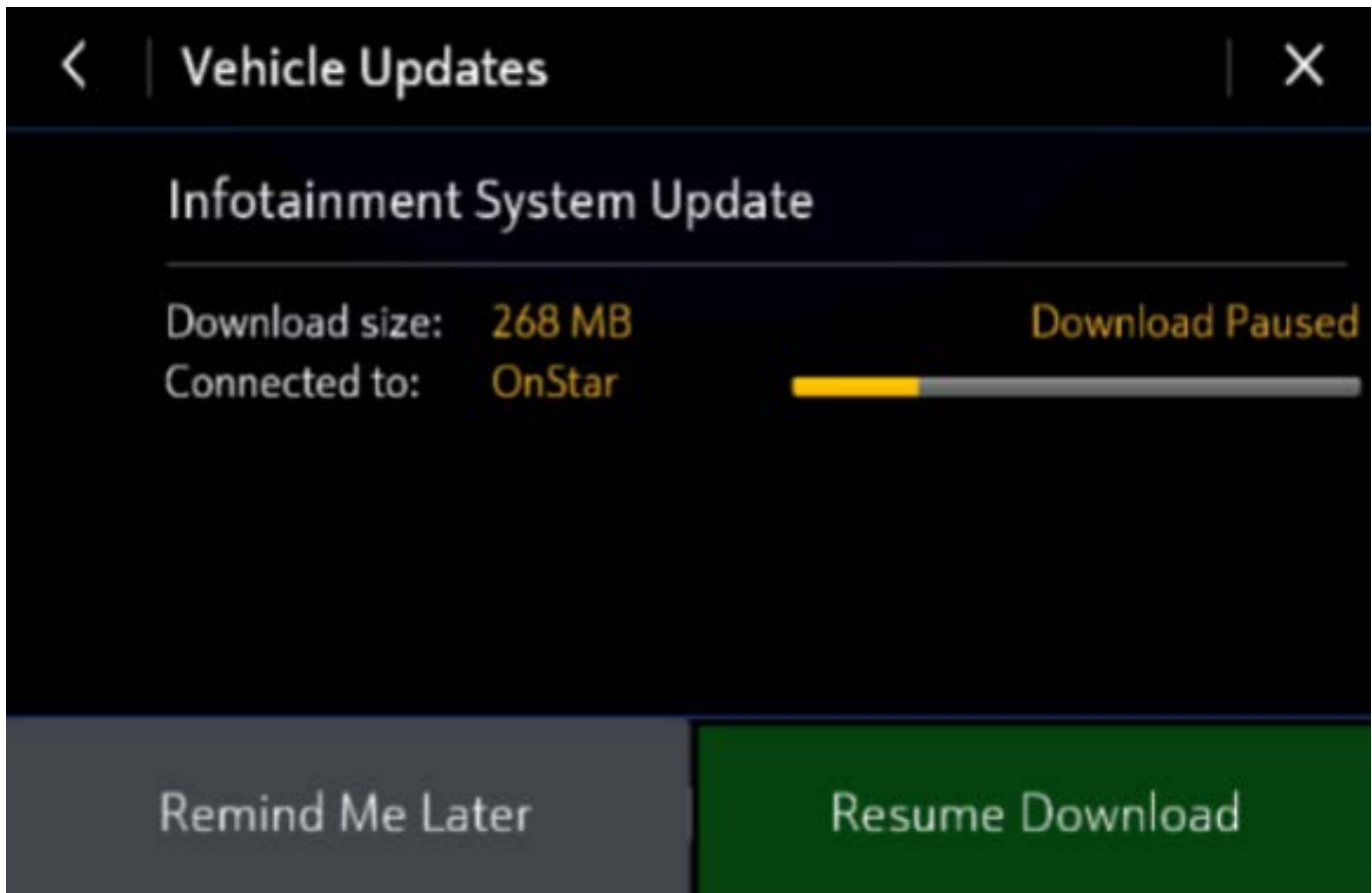
**Important:** It is normal operation of the Over-the-Air (OTA) update process for a radio to remain on for 30 seconds after ignition is turned off and retained accessory power (RAP) has been disabled. The radio will return to normal power down operations, i.e. off when RAP is disabled, once the OTA update has been installed.

**Scenario 1:** Vehicle conditions are not ideal.



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If the above screen is shown, download the update through TIS2Web and perform USB update. Upon USB insertion while vehicle is running, the "Install Now" pop up will be presented. Ensure the vehicle battery is being maintained (using EL-49642 or battery maintainer) while performing this update.

**Scenario 2:** Consistently Paused Download

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If the above screen is shown and resuming the download repeatedly fails, a USB update will need to be performed. Turn the vehicle on, return to the home screen, and insert USB stick (see previous section). A pop up should be shown to "Install Now." Click "Install Now", verify the part number is correct and follow on screen prompts.

**Scenario 3:** Update Failed. Return to dealer screen.



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1. If the above screen is shown, download the update through TIS2Web and insert USB stick into the radio **twice** (USB stick is not recognized on first insertion). A blue progress bar should come on the screen and update will proceed. If this screen above is shown when trying to update the radio through USB, reformat to FAT32 on your PC, and then try to download the update through TIS2WEB again.
2. After selecting USB File Transfer, if you are prompted by TIS2Web to select a software P/N then follow the on-screen instruction to attempt to gather the software P/N from the A11 Radio using GDS2 scan tool. If GDS2 indicates the radio is not communicating, go back to TIS2Web, select A11 Radio, and select when radio displays **"Update failed. Return to dealer."** to complete the USB File Transfer programming event.
3. If the screen above is shown again, contact Technical Assistance (TAC) for further assistance.

## Parts Information

No parts are required for this repair.

## 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
9104411*	Remote Vehicle Update: TIS2WEB/USB Download Not Required	0.3 hr
9104234**	Radio Module Reprogramming with SPS/USB	0.3 hr

\*A warranty claim code is not required for this transaction.

\*\*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

**Warranty Claim Code Information Retrieval**

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

<b>Version</b>	2
<b>Modified</b>	Released August 09, 2019 October 23, 2019 – Added the 2019 Cadillac CT6 model, updated the two Important statements about keeping the vehicle doors closed, added two Tip statements about exiting vehicle during programming and updated programming information.

