



# Service Bulletin

Bulletin No.: 19-NA-229

Date: December, 2019

## TECHNICAL

**Subject: Radio Software Version C146 Over-the-Air Update**

| Brand:    | Model:   | Model Year: |      | VIN: |    | Engine: | Transmission: |
|-----------|----------|-------------|------|------|----|---------|---------------|
|           |          | from        | to   | from | to |         |               |
| Chevrolet | Traverse | 2020        | 2020 |      |    | All     | All           |
| GMC       | Acadia   | 2020        | 2020 |      |    | All     | All           |

|                                   |   |
|-----------------------------------|---|
| <b>Involved Region or Country</b> | Bahrain, Canada, Jordan, Kuwait, Lebanon, Saudi Arabia , U. A. E., United States, Russia, Middle East, Israel, Chile, Colombia, Peru, South Korea, Australia and New Zealand.   |
| <b>Additional Options (RPOs)</b>  | Equipped with Infotainment System RPOs IOR  |
| <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: rear view camera (RVC), phone projection, Bluetooth, and general system improvements. Most notable improvements include:</p> <ul style="list-style-type: none"> <li>• Reduces occurrence of RVC that appears fisheye and missing guidelines</li> <li>• General Bluetooth robustness changes and improvements</li> <li>• FM categories only show customer Favorites and not all available stations</li> <li>• Favorites may blink or flicker when changing between Favorites or skipping a favorite station</li> <li>• Favorites appear to be stuck when scrolling via steering wheel controls (SWC)</li> <li>• Rare occurrences of the following:               <ul style="list-style-type: none"> <li>• Apple CarPlay does not launch when connected via USB                   <ul style="list-style-type: none"> <li>– Phone may indicate <i>accessory is not supported by this device</i></li> </ul> </li> <li>• SXM Tuner Initializing message is displayed until the Now Playing information is updated</li> <li>• No data over vehicle Wi-Fi with active data plan</li> <li>• Turn-by-Turn (TBT) route will appear to be continuously downloading</li> <li>• HVAC Climate control will show as off even though HVAC is active</li> </ul> </li> </ul> |
| <b>Cause</b>                      | The cause of the condition may be software anomalies.   |
| <b>Correction</b>                 | <p>A new radio software update, version C146 (software part number 84776478), is being released for vehicles equipped with Infotainment system RPO IOR, to provide general robustness and stability enhancements.</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>   |

### 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.

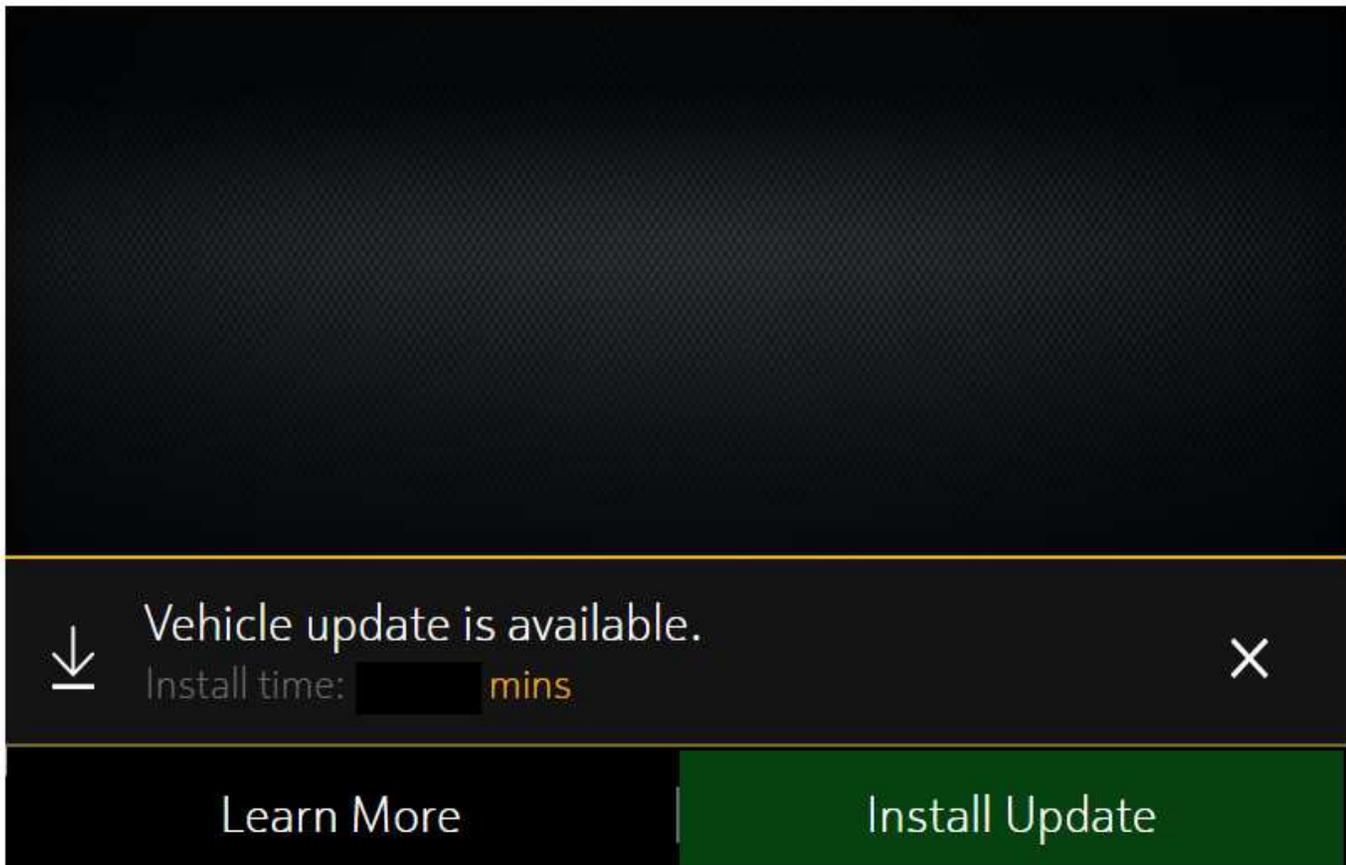
#### **Determining Where to Start – Checking for Update Status**

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.

If no update is shown, enter GDS2 to view the A11 Radio Software Module 1 value. If Software Module 1 value is the old software part number, 84774524, proceed with the software update following the **Update Procedure Using TIS2WEB (USB Download)** section of this document. If the part number is not 84774524 then the radio is already updated, no further action should be taken.

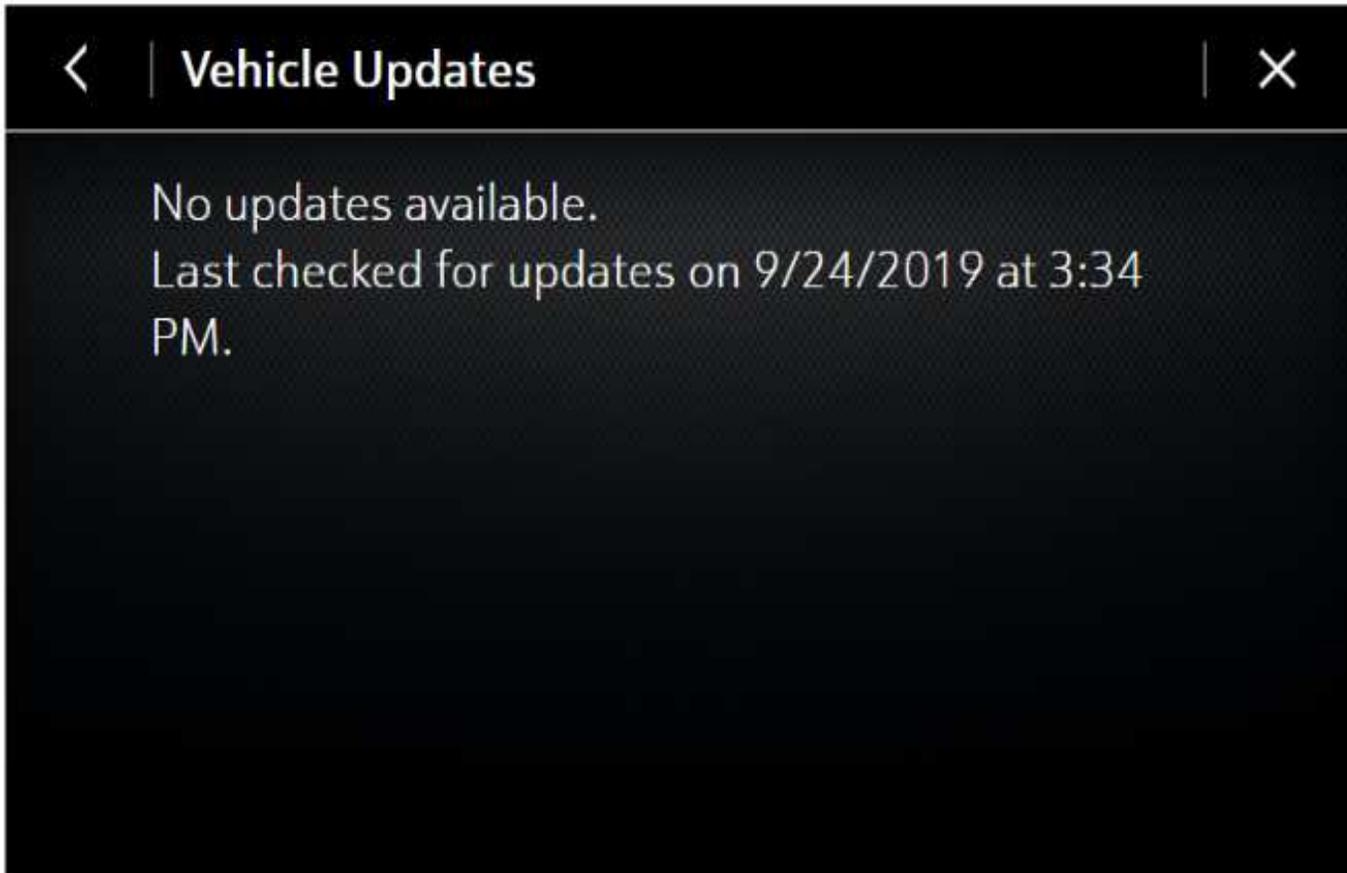
#### **Update Procedure Using Remote Vehicle Update**

1. If a remote package is on the system, you may see the below pop up upon shifting the vehicle to park.



2. Select “Install Update”.

- If no update available pop up is displayed, navigate to “Settings” -> “Updates.” If there is a remote package downloaded on the system, it will display “Install Now”, proceed with install. If there is no options available, proceed with the software update following the **Update Procedure Using TIS2WEB (USB Download)** section of this document.



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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.

**Important:** C146 or greater will ONLY be shown in the About screen if the software has been updated from a previous version.

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 C146 or greater in “Settings” -> About screen. If confirmed, no further action is required. C146 or greater will only be shown in the About screen if the software has been updated from a previous version.

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

**Caution:** If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required.

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

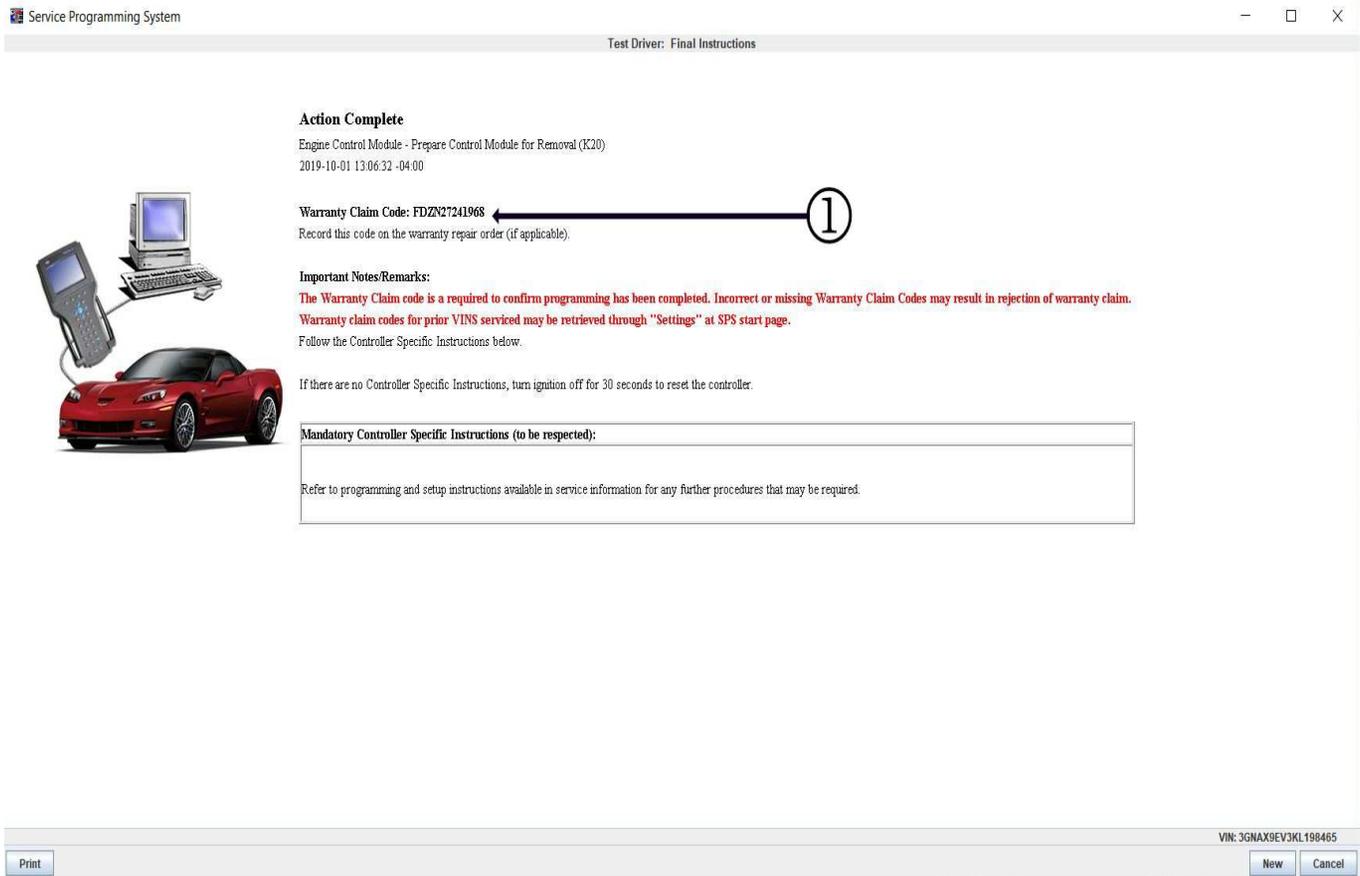
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Refer to Radio Programming and Setup for additional information on programming.

**Important:** For every vehicle that needs to be updated through USB, be sure to download the files through TIS2WEB on a USB drive each time for each vehicle. DO NOT use the same files downloaded from a previous vehicle. Use a USB 3.0 drive formatted to FAT32 with a minimum size of 4 gigabytes.

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

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



Service Programming System

Test Driver: Final Instructions

**Action Complete**  
 Engine Control Module - Prepare Control Module for Removal (K20)  
 2019-10-01 13:06:32 -04:00

Warranty Claim Code: FDZ27241968 **1**  
 Record this code on the warranty repair order (if applicable).

**Important Notes/Remarks:**  
 The Warranty Claim code is a required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim.  
 Warranty claim codes for prior VINS serviced may be retrieved through "Settings" at SPS start page.  
 Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

**Mandatory Controller Specific Instructions (to be respected):**

Refer to programming and setup instructions available in service information for any further procedures that may be required.

Print

VIN: 3GNAX9EV3KL198465

New Cancel

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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 the SPS Warranty Claim Code on the job card.

3. Insert the USB drive into the vehicle while in Park. If the software does not automatically begin to update within one minute reference the Troubleshooting section.
4. Follow on screen prompts to complete the USB software update.

**Important:** Prior to beginning, and during, the USB programming, be sure to keep the vehicle doors closed.

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

### **Troubleshooting**

#### Favorites Stuck After Update to C146

Favorites appear to be stuck when scrolling with steering wheel controls (SWC). This can occur on Sirius XM stations, but may appear to be stuck on other Sources (AM/FM/ etc.) if that Favorite has a SXM station stored as a Favorite on either side of the stuck one

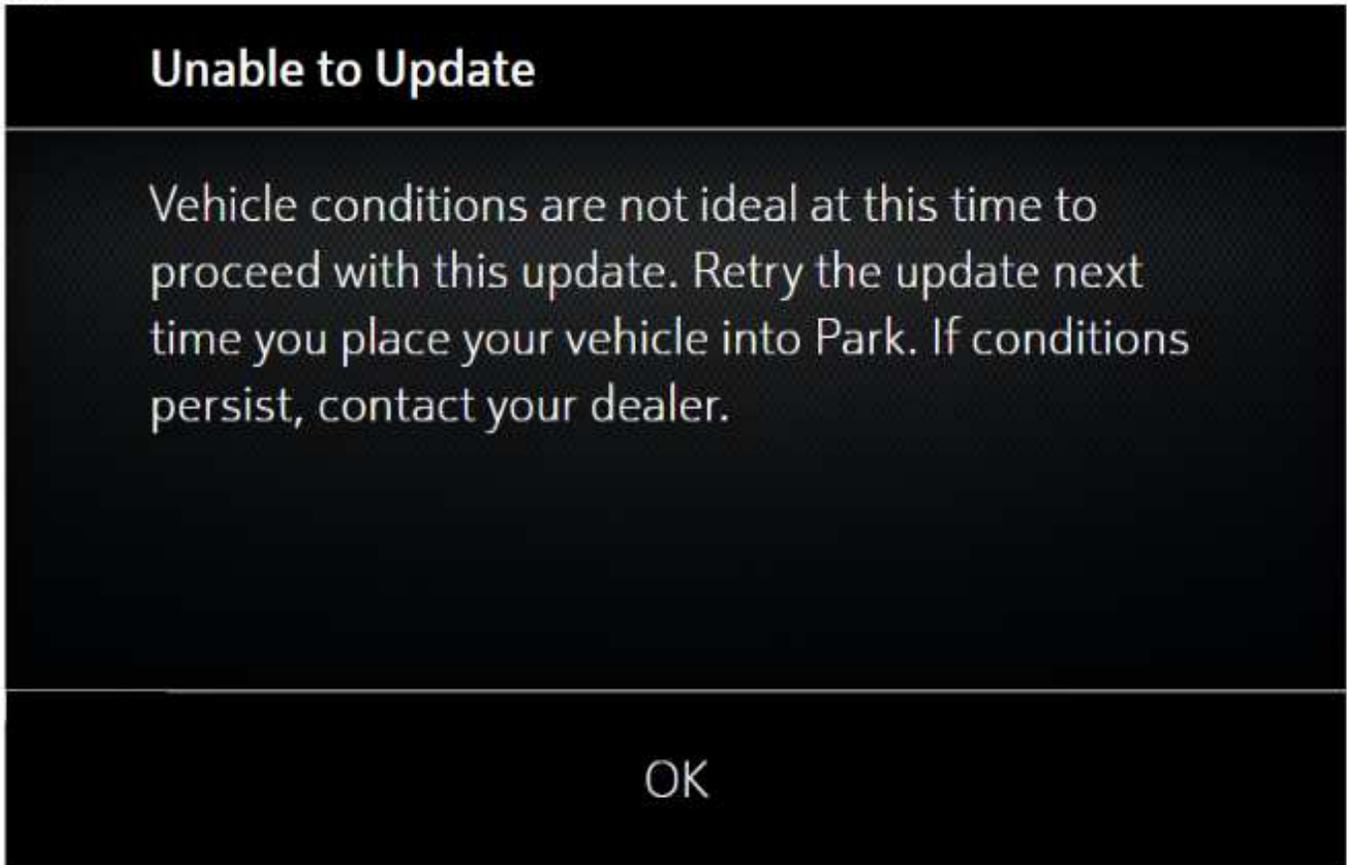
C146 will stop the stuck Favorite issue from occurring again, but additional action is needed to correct any stuck Favorite(s) that was present prior to the update. To completely resolve any stuck Favorite manually tune to the SXM Favorite and re-save that station over the stuck Favorite. It is important to resave the Favorite that was stuck by pressing and holding until the Favorite is re-saved. Other methods of saving Favorites will not resolve this condition.

**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.

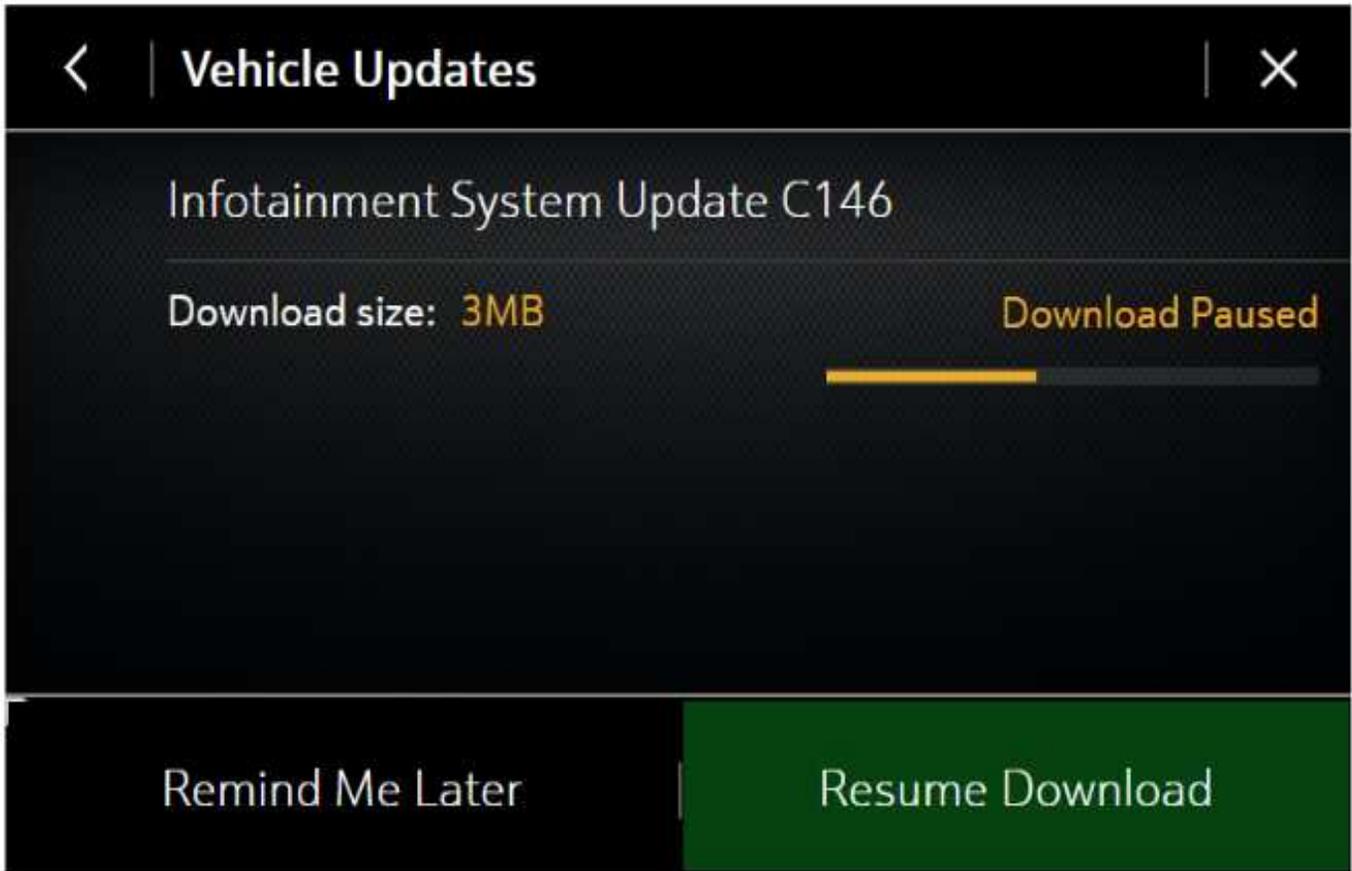
Scenario 1: Vehicle conditions are not ideal.



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If the above screen is shown, download the update through TIS2Web and perform USB update. 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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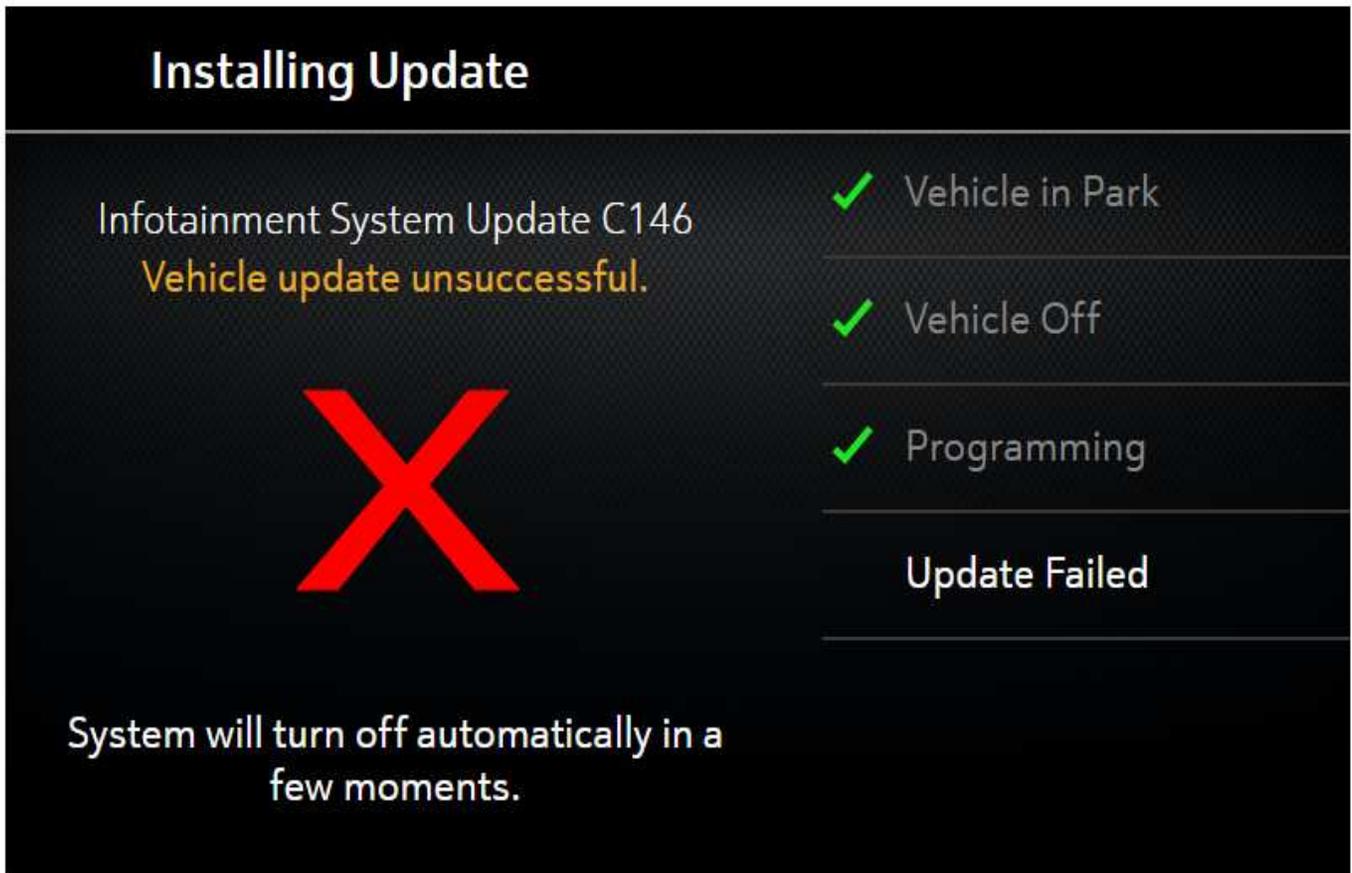
If the above screen is shown and resuming the download repeatedly fails, a USB update will need to be performed. Turn the vehicle on, return to the home screen, and insert USB stick (see previous section). Verify the part number is correct and follow on screen prompts.

Scenario 3: Update Failed. Return to dealer screen.

## Update Failed

%The software update has failed. Contact your dealer for assistance with installing this update.%

OK



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1. If one of the above screens is shown, download the update through TIS2Web and insert USB stick into the radio. A yellow progress bar should come on the screen and the update will proceed. If this screen above is shown when trying to update the radio through USB, reformat the USB drive to FAT32 on your PC, and then try to download the update through TIS2WEB again.

**Parts Information**

No parts are required for this repair.

**Warranty Information**

For vehicles repaired under warranty, use:

| Labor Operation | Description  | Labor Time |
|-----------------|--|------------|
| 9104734**       | Remote Vehicle Update: TIS2WEB/USB Download Not Required | 0.3 hr     |
| 9104621**       | Radio Module Reprogramming with SPS/USB                  | 0.3 hr     |

\*\*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>  | 1                          |
| <b>Modified</b> | Released December 11, 2019 |

