



Service Bulletin

Bulletin No.: 20-NA-087

Date: April, 2020

TECHNICAL

Subject: Blank Radio Display or No Audio

Brand:	Model:	Model Year:		RPO:	Engine:	Transmission:
		from	to			
Cadillac	XT4	2020	2020	(equipped with Premium Audio UQS)		All
	XT6					
Chevrolet	Silverado 1500					
	Silverado 2500HD/3500HD					
GMC	Sierra 1500					
	Sierra 2500HD/3500HD					

Involved Region or Country	United States, Canada, Mexico
Additional Options (RPOs)	Equipped with Infotainment system (IOS, IOU, or IOT)
Condition	Some customers may comment on a blank or black display screen that recovers with an ignition cycle, a loss of audio, or loss of video. A very small population of vehicles were shipped to dealers with software versions beneath U146 (V146). Versions prior to U146 (V146) may exhibit the condition.
Cause	The cause of the condition may be software anomalies.
Correction	Reprogram the A11 radio software via USB.

Service Procedure

Note: This bulletin ONLY applies to vehicles listed that have radio software version LESS THAN U146 (V146). If the current radio software version is U146 (V146) or greater this bulletin does NOT apply.

Depending on the radio page being viewed, the software version may be displayed as either U146 or V146. The 'V' branch and 'U' branch designators do not indicate any difference in the level of software, it is the number that follows the 'V' or 'U' which indicate software version.

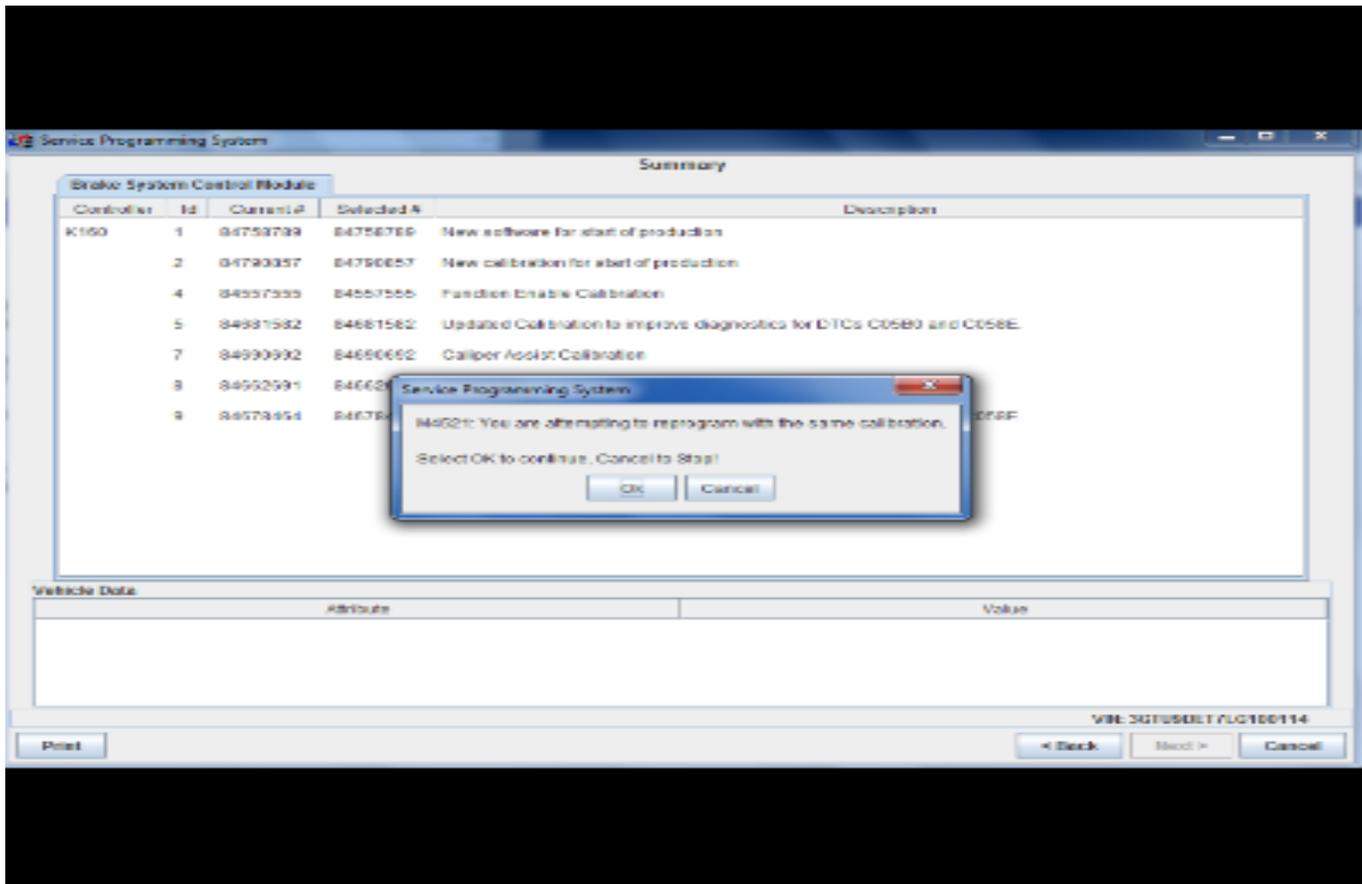
Tip: While the radio may benefit in general from installing the latest updates in TIS2Web, if the radio is already on version U146 (V146) or greater, then the software update for the conditions specifically listed in this bulletin have already been installed

1. Inspect the radio's current software version. Select Home, Settings, About, Build Number, and touch the information icon to view the current software version.
 - 1.A. If the version number is U145 (V145) or less, proceed to Step 2
 - 1.B. If the version number is U146 (V146) or greater, stop; this bulletin does not apply. Refer to SI for further diagnosis.

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.

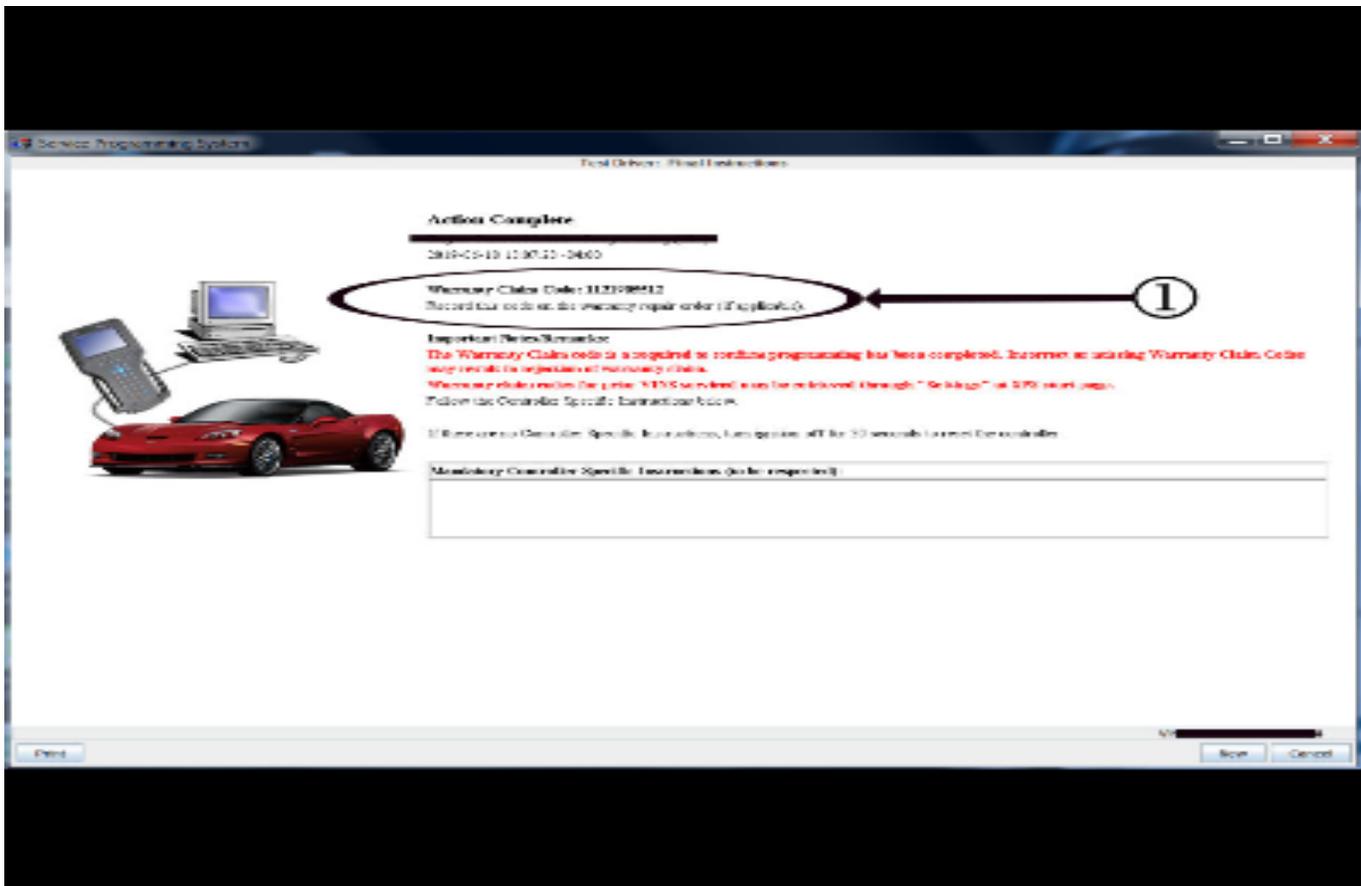
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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 for further information. If not available, connect a fully charged 12V 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.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included in the near future.

Important: If the Same Calibration/Software Warning is noted on the SPS screen, 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 the bulletin.

2. Reprogram the A11 Radio via USB. Refer to *A11 Radio: Programming and Setup* in SI.



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Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included in the near future.

Important: 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 above for the location of the WCC on the SPS screen

3. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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
*9104713	Radio Module Reprogramming with SPS/USB	0.3 hr
<p>*This is a unique Labor Operation for Bulletin use only.</p> <p>Important: *To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> • Submit as Transaction Type ZREG. • 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.

Version	1
Modified	Released April 09, 2020