TECHNICAL

Subject: Radio Favorites Grayed Out or Unavailable at Times

This bulletin replaces PIC6340B and PIC6402B. Please discard all previous copies of PIC6340 and PIC6402.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Regal	2018	2020	—	—	All	All
Cadillac	ATS	2018	2019				
	CTS	2018	2019				
	XTS	2018	2019				
GMC	Terrain	2018	2018				

Involved Region or Country	North America
Additional Options (RPOs)	Sirius XM Radio (U2K) and Infotainment System (IOS or IOT or IOU)
Condition	Some customers may comment that after the radio software was updated to 22.8, certain Sirius XM, AM, or FM Favorites may be grayed out at times. Attempting to select that Favorite may result in a message that it is currently unavailable. The Favorite may be saved again and work briefly but could grey out and show Favorite Unavailable again later.
Cause	The cause of the condition may be a software anomaly.
Correction	Reprogram radio software via USB to 22.10 or greater.

Service Procedure

Note: This condition applies to radios that have received the 22.8 or 22.9 software update ONLY. For Cadillac or GMC vehicles on 20.11 (and Buick models with 21.175) or lower, follow published Service Bulletin 19-NA-100 and its associated Warranty Information section.

1. Determine the radio software version. Select Home, Settings, About, Build Number.

   • 2018-2019 Model Year Vehicles on radio software version 21.175 or less – Refer to Service Bulletin 19-NA-100 and its associated Warranty Information section.

   • 2018-2020 Model Year Vehicles on radio software version 22.8 or 22.9 – Proceed to step 2.

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.
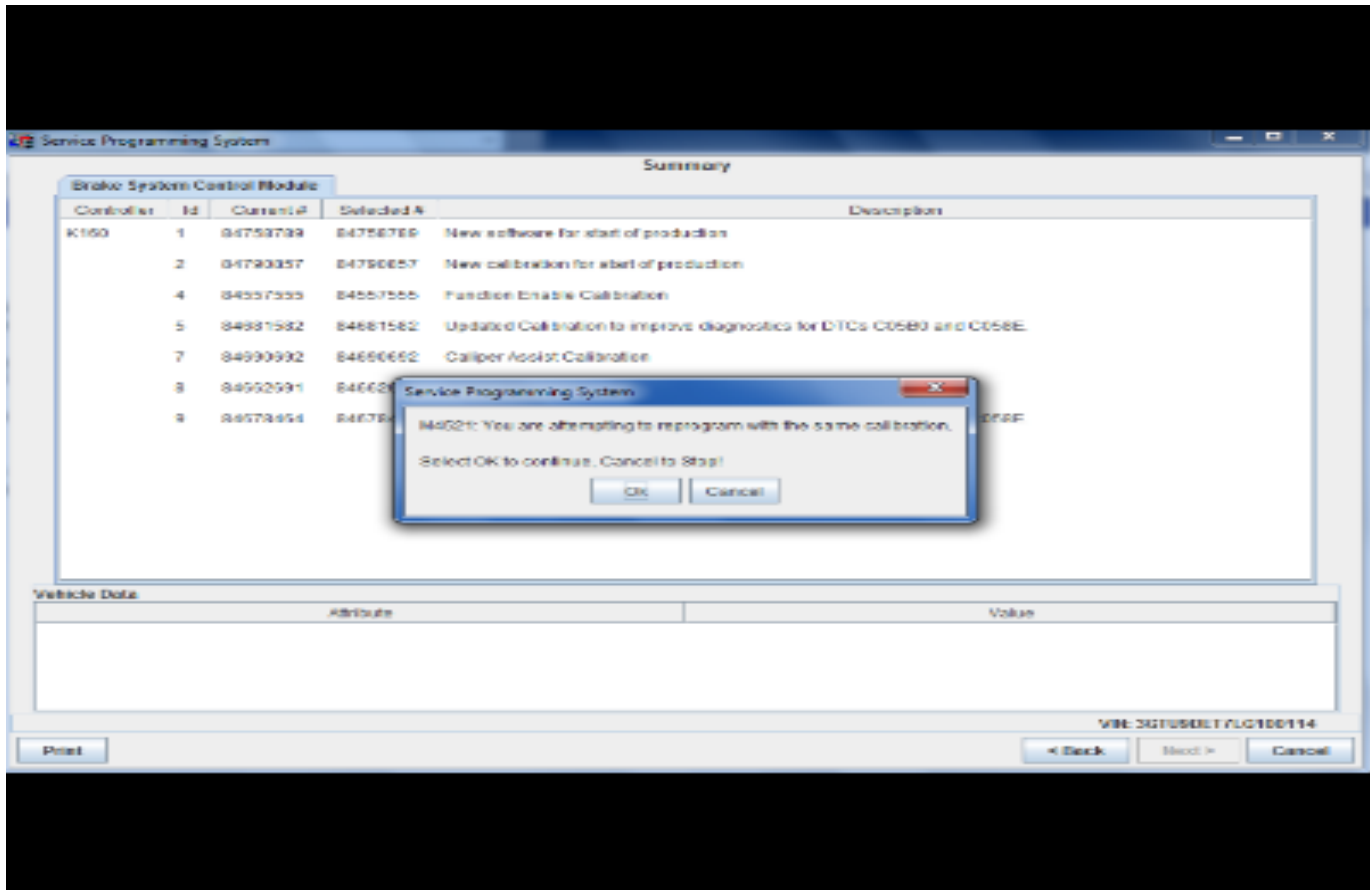
5431207

Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

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

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 Information section of this bulletin.

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.

2. Reprogram the radio software via the USB to version 22.10 or greater. Refer to *A11 Radio: Programming and Setup* in SI.

3. Once the USB software update has completed, you MUST verify the following operations:

  3.1. At ignition on, verify that the radio displays the proper brand splash animation.

  - If the incorrect splash animation is shown (e.g. Cadillac logo in a GMC vehicle), proceed to step 3.3.

  - If the correct splash animation is shown, proceed to step 3.2.

3.2. Verify audio plays and that audible warning chimes function correctly.

- If the audio is muted or chimes are not operating as expected, proceed to step 3.3.
- If the audio and chimes are operating as expected, proceed to step 4.

3.3. Determine the software version now in the radio by selecting Home> Settings> About> Build Number. It should be 22.10 or greater.

- If 22.10 or greater, reprogram the radio using SPS programming. Refer to the appropriate A11 Radio: Programming and Setup document in SI.
- If less than 22.10, reprogram the radio using USB and SPS programming events. Refer to the appropriate A11 Radio: Programming and Setup document in SI.
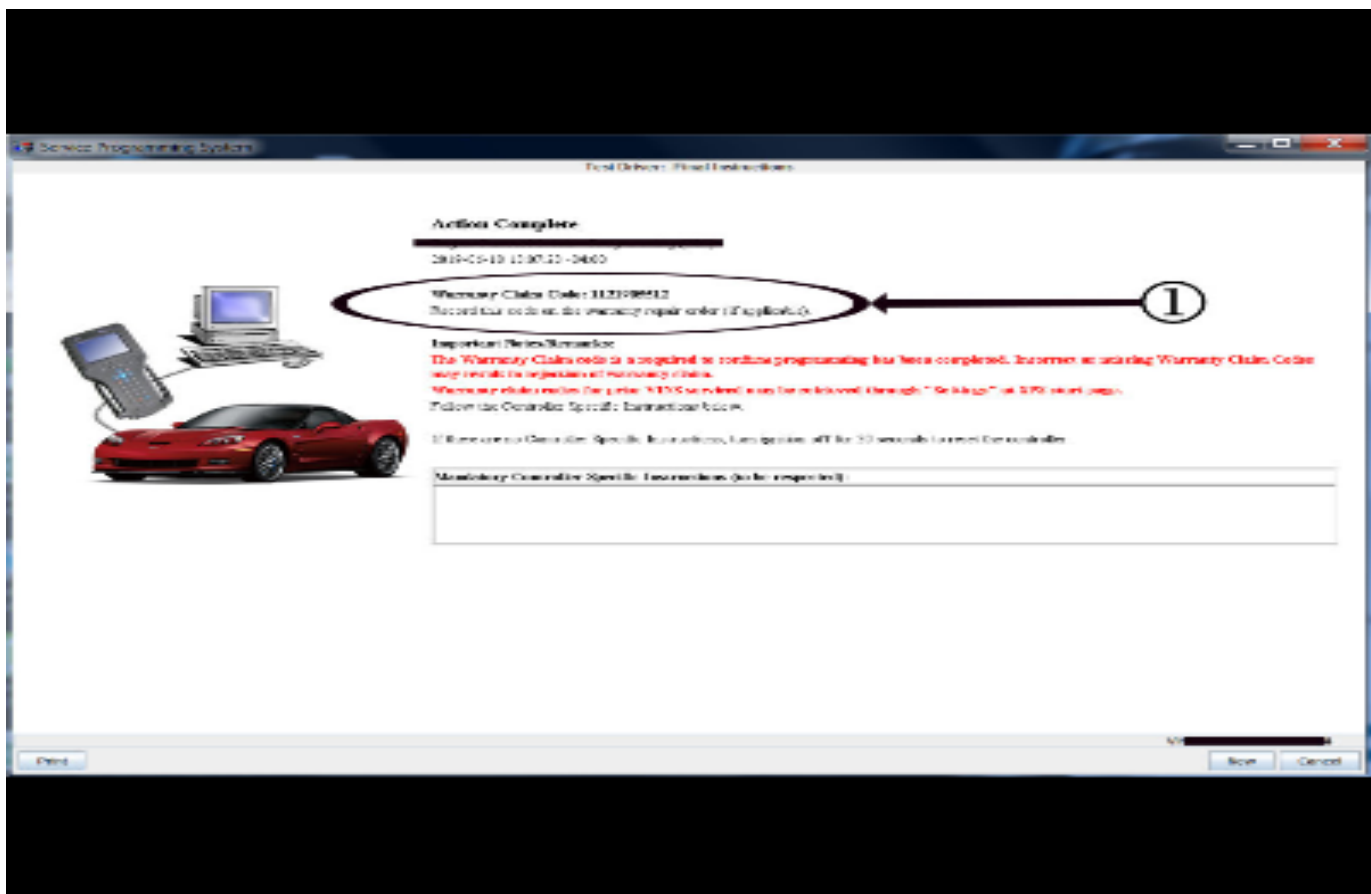
5431209

Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

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 above for the location of the WCC on the SPS screen.

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

5. Favorites that were grayed out prior to the installation of 22.10, or greater, may need to be manually tuned and stored again to return their functionality.

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
2886558*	Radio Module Reprogramming with SPS/USB	0.3 hr

*This is a unique Labor Operation for bulletin use only.

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.

Version	2
Modified	Released November 04, 2019
	June 25, 2020 – Added another PI reference in supersede statement, updated Involved Region or Country section, added Additional Options (RPOs) section, added the first Important statement under both graphics, added a Tip before step 2 and changed references of 22.9 to 22.10 in the Correction and Service Procedure sections.