Preliminary Information

PIC6410A Rear Seat Infotainment Poor, Distorted Image Will Not Play on Front Screen in Park After Radio Software Update

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT6	2019	All VINs starting with LSG	All VINs starting with LSG	All	All
Cadillac	CT6	2019 - 2020	All VINs starting with 1G6	All VINs starting with 1G6	All	All

Involved Region or Country	North America, US, Canada, Mexico, Russia, Middle East, Israel, Japan, South Korea, Europe, U.K., and China
Addition Options (RPO)	Equipped with Rear Seat Infotainment (RPO UWG)
Condition	After radio software is updated to version V807, the rear seat infotainment (RSI) system (RPO UWG) front display screen will show a black screen and/or a poor distorted image while playing rear video to the front while in park

| Cause | This may be caused by a software anomaly in radio software version V807. |

Correction:

Engineering is working on a new software version to solve this issue. As a temporary workaround, an older software version is still available until the next one can be released. Customer review and acceptance is required before installing older software.

Service Procedure

IMPORTANT: This condition does NOT involve any concern with rear displays. Do NOT attempt to apply this solution for ANY rear display issue.

Note: Dealers must review the issues that customers may experience if choosing to revert to an older software version. Some conditions may occur frequently and could cause undesired operation and a poor user experience.

1. Review with the customer what fixes and improvements (listed below) were provided in V807 and allow the customer to make the decision to either:

- Accept that engineering will release a fix in the future for this front display playback issue and remain on the current radio version (highly Recommended); or
- Accept those issues that may be caused by using an older software version and have an older software version installed. Customers must understand that any of the conditions below can occur repeatedly and may cause undesired operation of their related system(s).

Customers may experience any combination of the following conditions if they choose to stay on an older software version that allows RSI system playback on the front display while in Park. Updates were made in the following areas: HVAC, Bluetooth, and general system improvements. Most notable improvements included:

- Previously paired Bluetooth device does not auto-connect.
- SD Card Error code 0x40000
- SD Card Removed message when card has not been removed
- Last vehicle position is incorrect until vehicle begins moving
- Climate Off displayed on Climate app/page, fan speed greyed out, temperature selected does not match user setting
- Vehicle position may not update on maps or while in a tunnel (China)
- Correct translation of Teen Driver Mode to My Driving Coach (Korea)
- Unable to use specific point-of-interest (POI) voice recognition commands (Korea)
- Blank or static/scrambled screen

If the customer chooses to remain on V807 until the next update, then no further action is necessary. A bulletin will be released once new software is available.

If the customer understands and accepts the possibility that they may experience any combination of the above listed items and still wants to have front display playback in lieu of the above improvements, proceed to step 2.

Note: With exception to the special process below, a normal Techline Connect (TLC) or TIS2Web USB dealer reprogramming event, or an over-the-air (OTA) radio update will still allow the V807 or later software version to be installed. You must follow step 2 below to get the older software version. This PI will be deleted, and this special process cancelled once a new radio software version becomes available.

2. Reprogram the A11 radio following instructions that TCSC will provide. Contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French) for a VCI number and programming instructions.

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.

Important: 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 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.

• Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
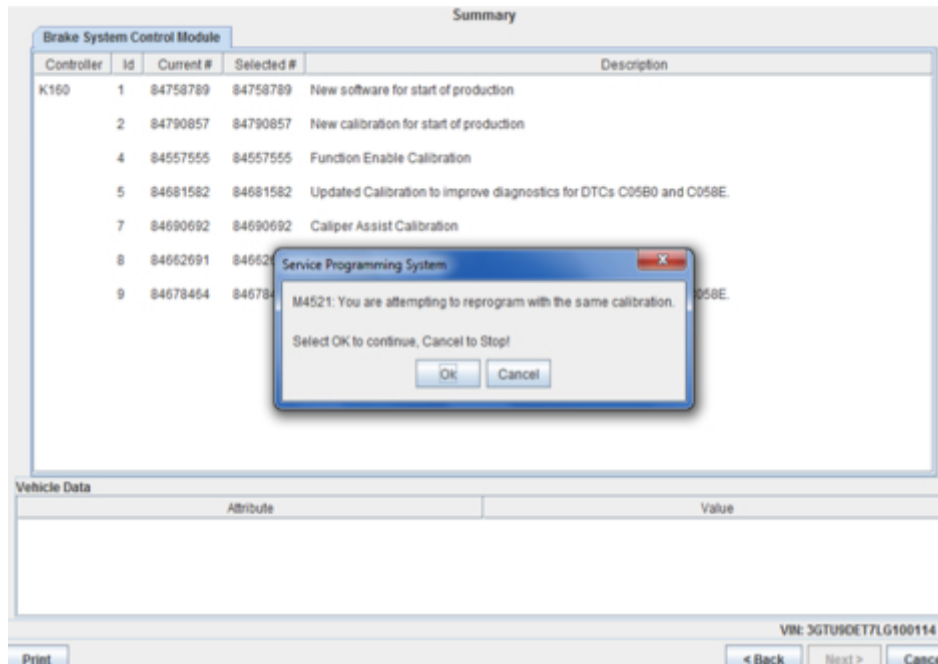
Important: If the Same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.
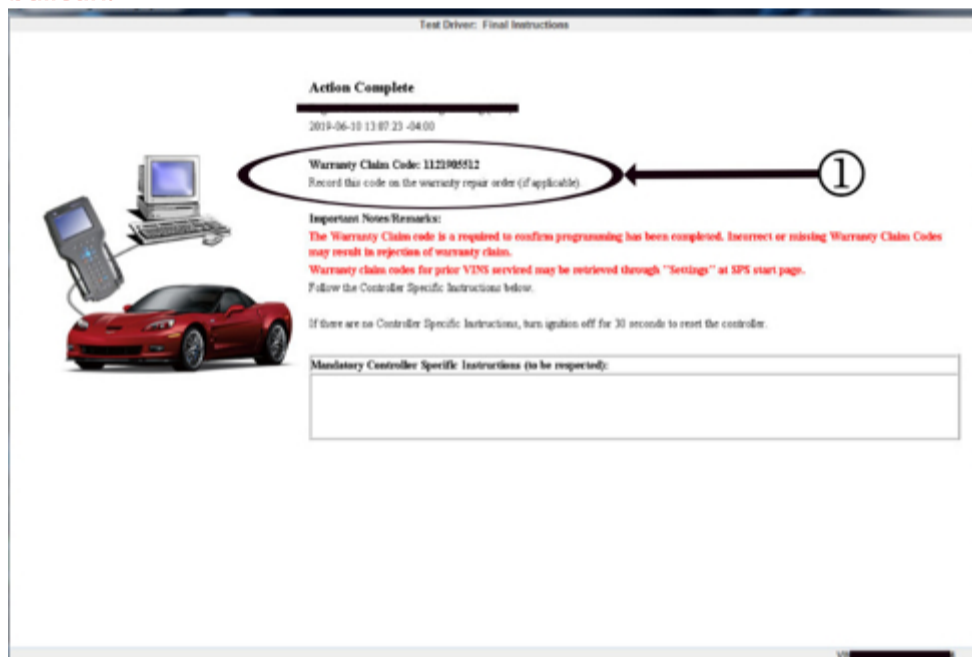
Important: To avoid warranty transaction rejections, you MUST record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

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
3487018	**Revert Radio USB Software for RSI Front Display Operation	0.3 Hr.
3487028	No Repair Performed -Reviewed Options with Customer	0.3 Hr.
	*This is a unique Labor Operation for Bulletin use only.	

Important: **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. 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 History

Version	2
Modified	03/23/2020 - Created on 08/03/2020 - Updated to add pictures.