TECHNICAL

Subject: Radio Software Version U150 Update

This bulletin replaces PIT5737B and PIT5754. Please discard all previous versions of PIT5737 and PIT5754.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2020	2020	—	—	—	—
	Encore GX						
Cadillac	XT4	2020	2020	—	—		
	XT5						
	XT6						
Chevrolet	Blazer	2020	2020	—	—		
	Camaro						
	Silverado 1500						
	Silverado 2500HD/ 3500HD						
	Trailblazer						
	Traverse						
GMC	Acadia	2020	2020	—	—		
	Sierra 1500						
	Sierra 2500HD/ 3500HD						

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with Infotainment System RPOs IOS, IOT or IOU

Condition	Some customers may comment on software issues. A continuous improvement software update is being released with updates made on the following areas: Bluetooth, Projection (Android Auto/Apple CarPlay), Sirius XM, Display, Instrument Cluster/Driver Information Center (DIC)/Heads Up Display (HUD), and general system improvements. Most notable improvements include:
	• **Bluetooth:**
	  • Phone contacts may not fully download - This condition may vary with each drive cycle, or each time Bluetooth reconnects. Contacts may be missing, voice recognition (VR) may respond that it cannot find the contact or may indicate that no phone is connected even though the display shows a connection is present.
	  • When using Android Auto, the Bluetooth may not reconnect automatically.
	• **Sirius XM, Digital (DAB) Radio:**
	  • Sirius XM displays XM Loading, or Acquiring Signal.
	  • Certain vehicles built with a radio that supports Sirius XM (SXM) new 360L experience which includes both satellite (SAT) and internet (IP) channels may briefly play SXM audio for up to 3 seconds then lose SXM audio. This condition may happen at startup or when switching from another audio source to SXM. Sirius XM audio can be restored by switching to any other SXM channel and will remain functional for the remainder of the drive cycle.
	• **Display:**
	  • Radio and display inoperative after a remote start event. An excessive parasitic load may cause a dead battery after this condition occurs (Camera and chimes still function during this condition.)
	  • Radio freezes when there are 10 paired devices in Bluetooth menu. Pressing Home recovers this condition.
	  • Push to Talk (PTT) screen displays at startup and self recovers
	  • Display freezes (Encore GX only)
	  • Part of text is truncated in Running Applications page (Korea only)
	• **Instrument Cluster, DIC, HUD:**
	  • Intermittently when placing a Bluetooth call, the HUD may show the call still active after the call has ended (Encore GX only)
	  • Korean text lines are too close to read the info on HUD (Encore GX only)
	  • Song list in DIC may be blank when searching
	  • Service tech may experience Instrument Cluster USB update fails.
	• **System:**
	  • The FM Browse feature only lists the most recent FM station (Non-HD Radios [U2L or U2M] only)
	  • Radio stuck in Valet mode. Unable to unlock with correct password/PIN
	  • Delayed Door Lock menu displays incorrectly when Anti-Lockout setting is enabled, allowing two options to be selected
	  • Performance Data Recorder (PDR) displays status bar and black screen only when in Park after rejecting an incoming call (Camaro only)
	  • Automatic Time Zone setting is greyed out
	  • Unable to list or play AVI/MP3 files
	  • Over the Air (OTA) update popup does not expire until Accepted or Declined
	  • OnStar Location Services switch is off and displays Location unblocked popup in Turn by Turn (TBT) when selecting Yes.
	  • RDS Traffic Alerts may not play or display correctly while using Android Auto or Apple CarPlay.

Cause	The cause of the condition may be software anomalies.
Correction	A new radio software update, version U150, 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. 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 may need the dealer to reprogram the radio with the new software package.

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.

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.

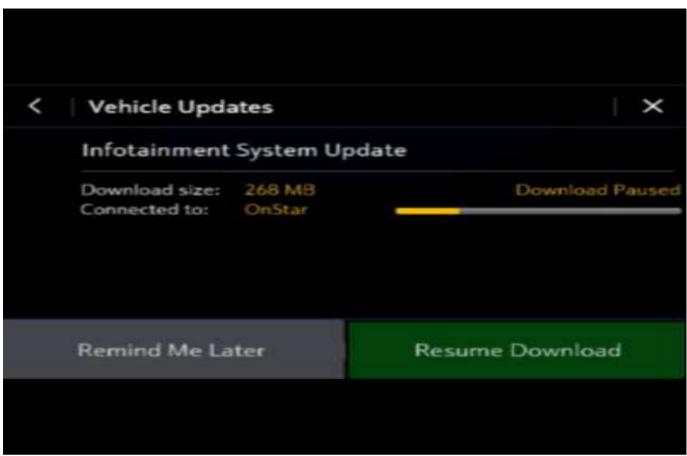### Determining Where to Start – Checking for Update Status

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., U145, U146, etc.). If the build number is less than U150.3, proceed with the software update following the **Update Procedure Using TIS2WEB (USB Download)** section of this document.

Vehicle Updates

Infotainment System Update

Download size: 268 MB
Connected to: OnStar

Download Paused

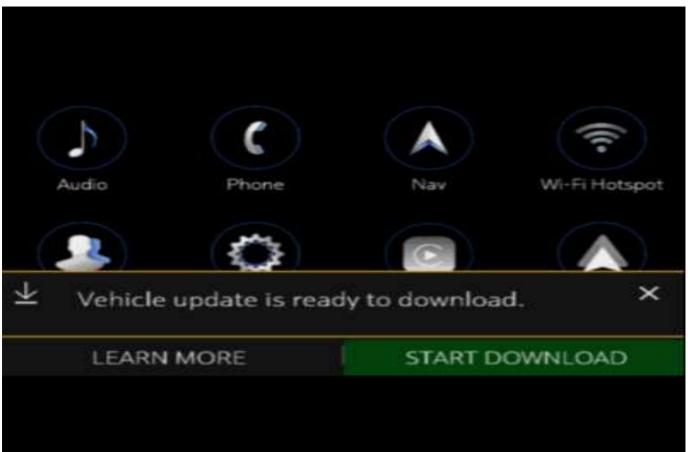Remind Me Later   Resume Download

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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. Verify if there is a remote package on the system and check to see which of the below pop ups show.
   - 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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- 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 U150 or greater, update via USB.

< | Vehicle Updates | ✕

No updates available.
Last checked for updates on August 28, 2018 at
10:20 PM.

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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.
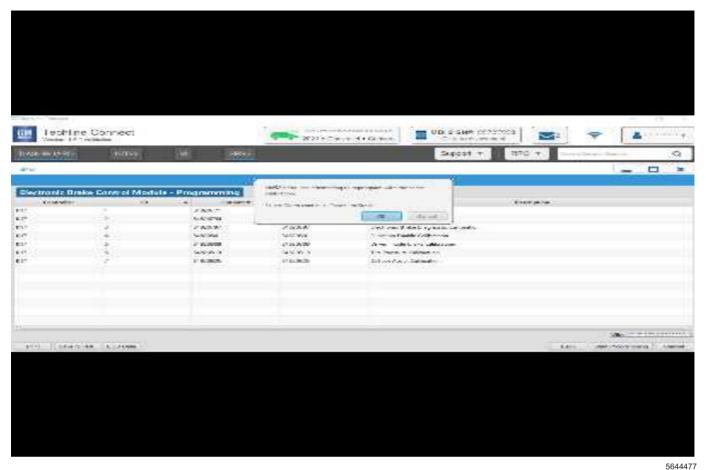
2. Once the remote vehicle update has completed, verify there are no additional updates. Select "Settings", scroll down and select "Updates." If no updates are available, verify software build is at U150 or greater in "Settings" -> About screen. If confirmed, no further action is required.
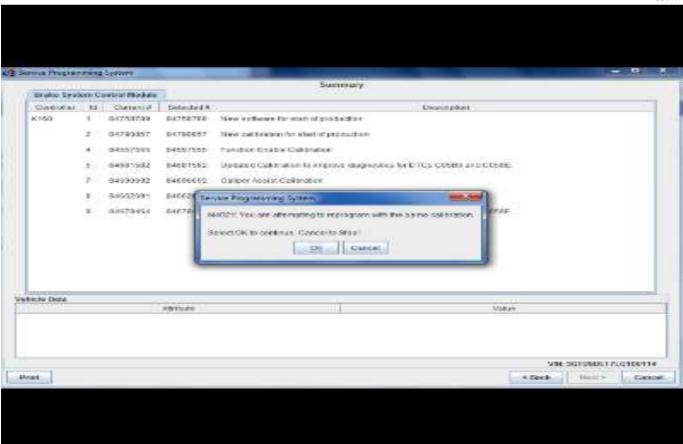
Update Procedure Using TIS2WEB (USB Download)

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 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.
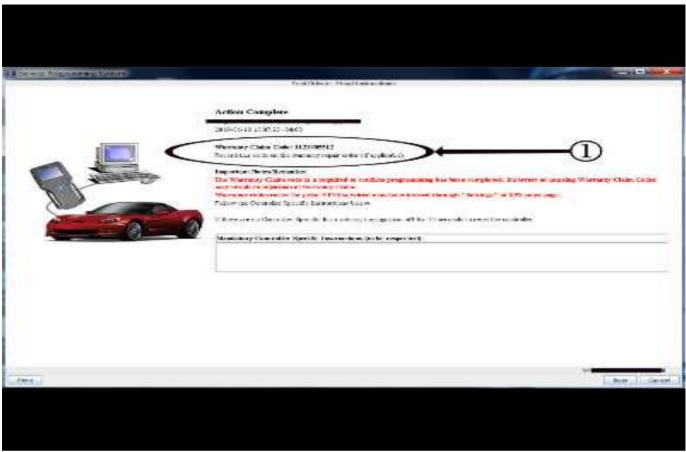
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Important: Techline Connect and TIS2WEB screens shown above.

Important: If the Same Calibration/Software Warning is noted on the TLC or SPS Summary 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: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

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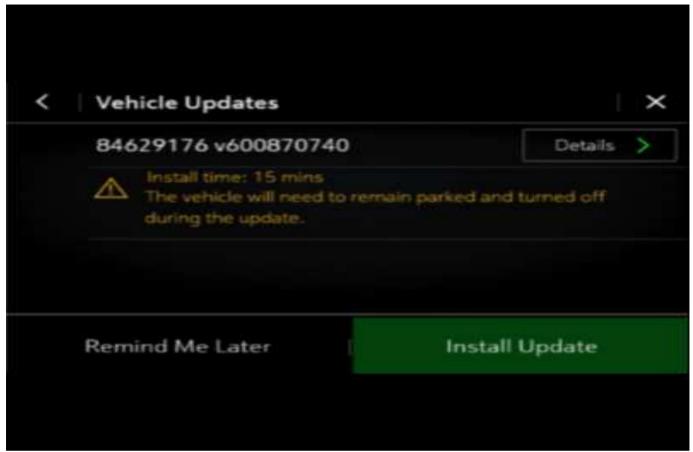

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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. Record the SPS Warranty Claim Code on the 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.

Vehicle Updates

84629176 v600870740 | Details >

⚠ Install time: 15 mins
The vehicle will need to remain parked and turned off during the update.

Remind Me Later | Install Update

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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.
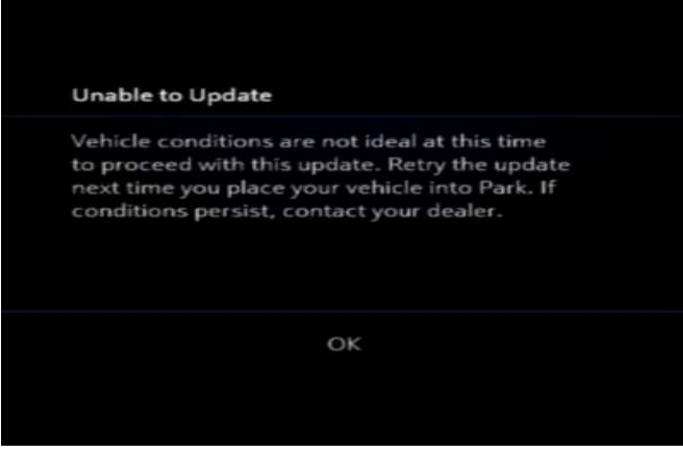
Troubleshooting

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.
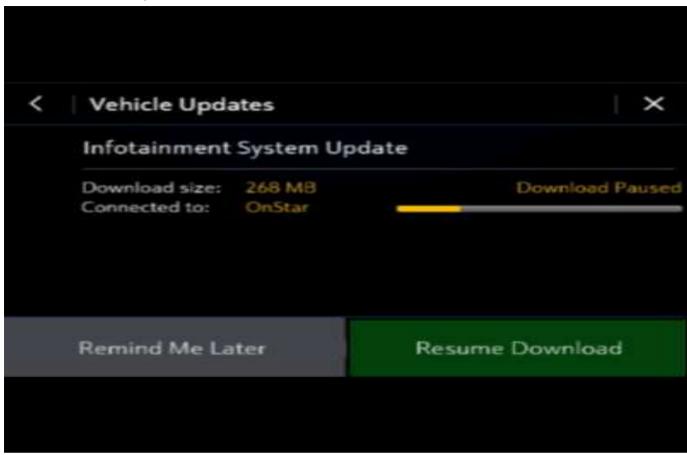
Scenario 1: Vehicle conditions are not ideal.

Unable to Update

Vehicle conditions are not ideal at this time to proceed with this update. Retry the update next time you place your vehicle into Park. If conditions persist, contact your dealer.

OK

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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.

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
9700005*	Remote Vehicle Update: TIS2WEB/USB Download Not Required	0.3 hr
9700021**	Radio Module Reprogramming with SPS/USB	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: • 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/SPS2.		

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 TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
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 September 21, 2020