



# Service Bulletin

Bulletin No.: 20-NA-097

Date: October, 2020

## TECHNICAL

**Subject: Unwanted Radio Volume Ramp Up to Max, Radio Resets, Radio Display Blank, or Non-Responsive to Touch**

*This bulletin replaces PIT5722. Please discard all copies of PIT5722.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Blazer Camaro Colorado Equinox Malibu	2019	2019				
	Silverado 1500 (New Model)						
GMC	Canyon Sierra 1500 (New Model) Terrain						

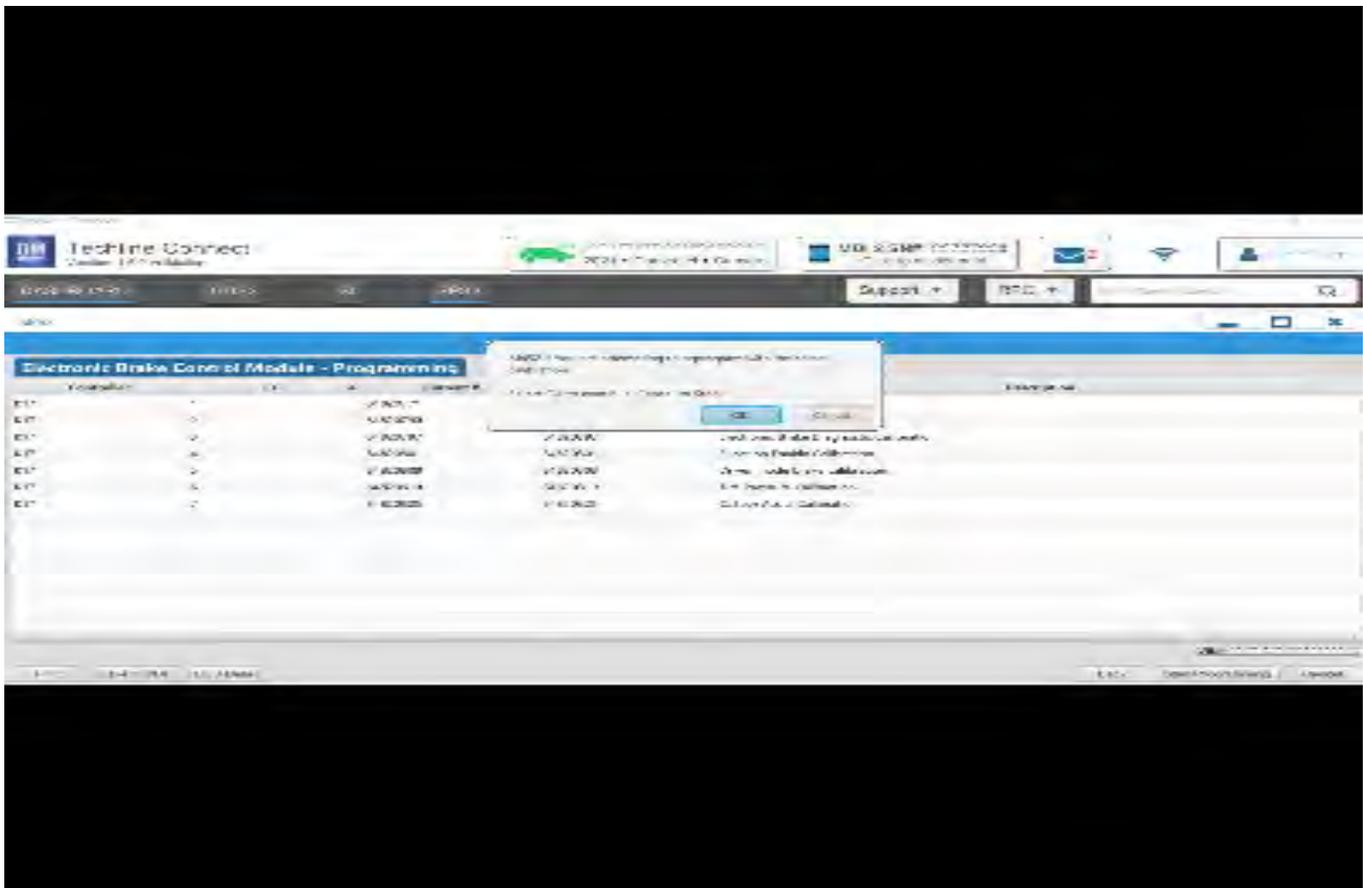
<b>Involved Region or Country</b>	North America, China, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Thailand, Egypt, Africa
<b>Additional Options (RPOs)</b>	Equipped with Infotainment system (IOR)
<b>Condition</b>	<p>Some customers may comment on software issues. A continuous improvement software update is being released with updates made on the following areas: volume ramp, WiFi operation, phone projection, text improvements, and other general system improvements. Improvements include:</p> <ul style="list-style-type: none"> <li>• The radio volume may ramp up to maximum without input to the volume controls. It may return to the previous volume on its own and can be turned down by using the radio volume knob or the volume steering wheel controls.</li> <li>• Radio display randomly and intermittently goes blank or black</li> <li>• Radio display is not responding to touch</li> <li>• Apple CarPlay and Waze features may not function properly</li> <li>• System reset and reduced WiFi functionality</li> <li>• Improve Radio DTC U18AF diagnostic algorithm</li> <li>• Change text from "Park Assist Tow Bar" to "Park Assist" in Collision/Detection screen</li> <li>• (China) "My Media" source text not translated to Chinese.</li> </ul>
<b>Cause</b>	The cause of the condition may be a software anomaly.
<b>Correction</b>	Reprogram the A11 radio.

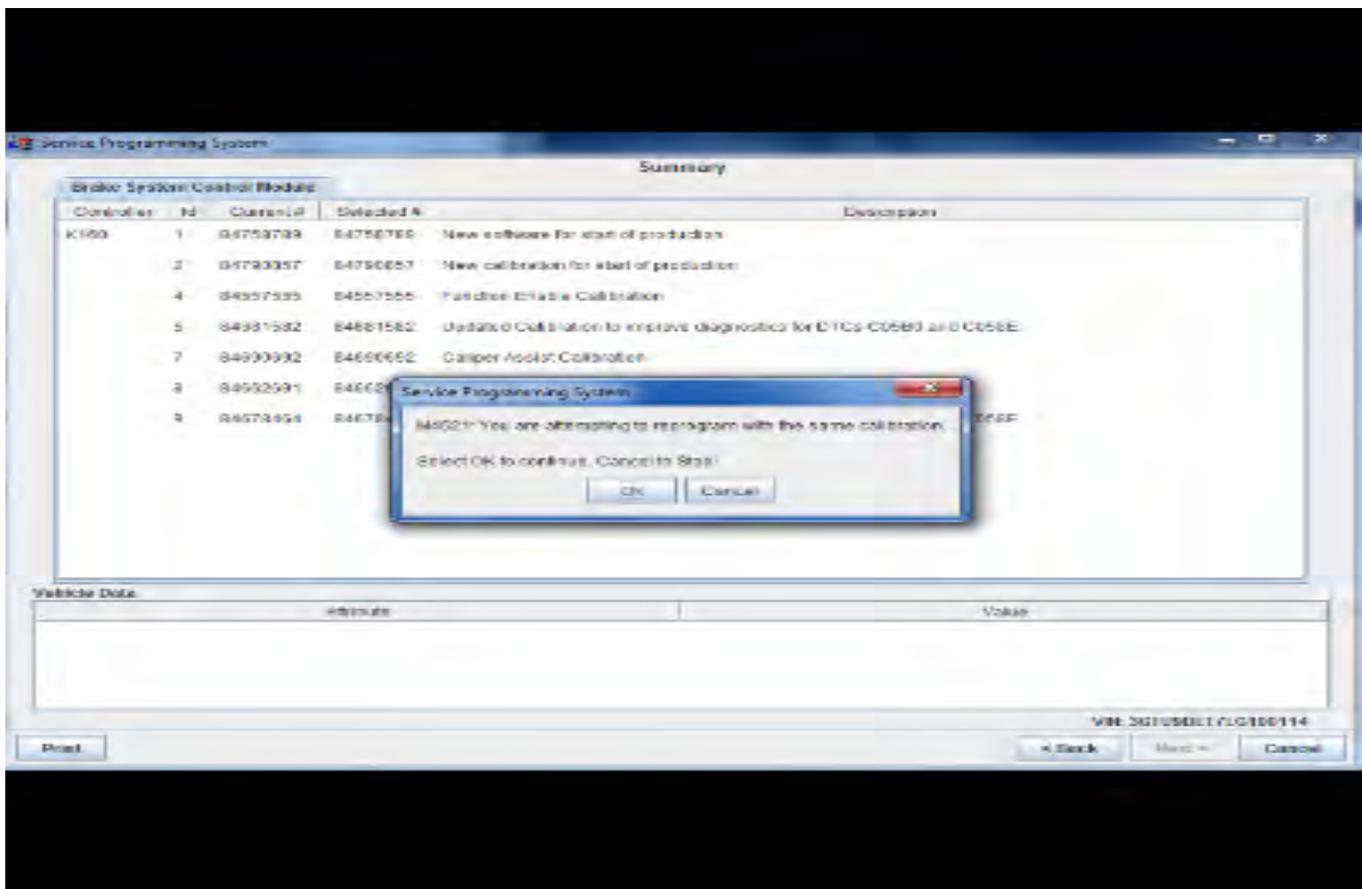
## Service Procedure

**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](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.
- 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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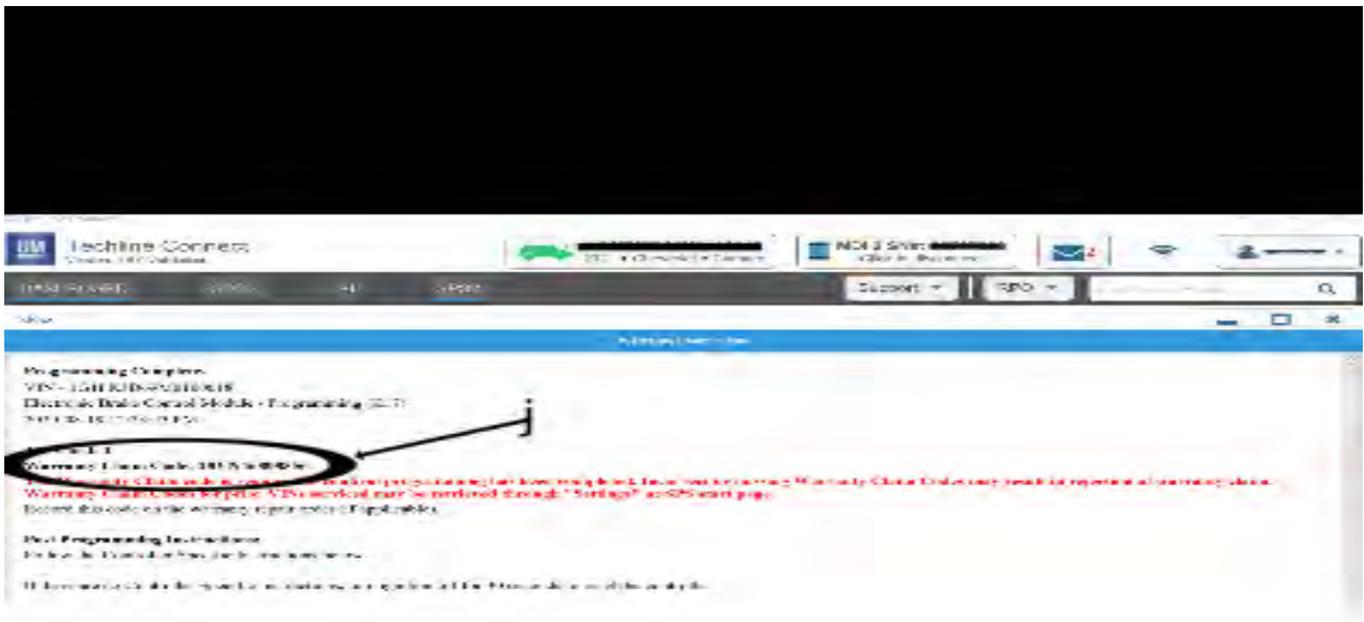
**Important:** Techline Connect and TIS2WEB screens shown above.

**Important:** : If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. Do NOT use the WCC with the warranty claim submission.

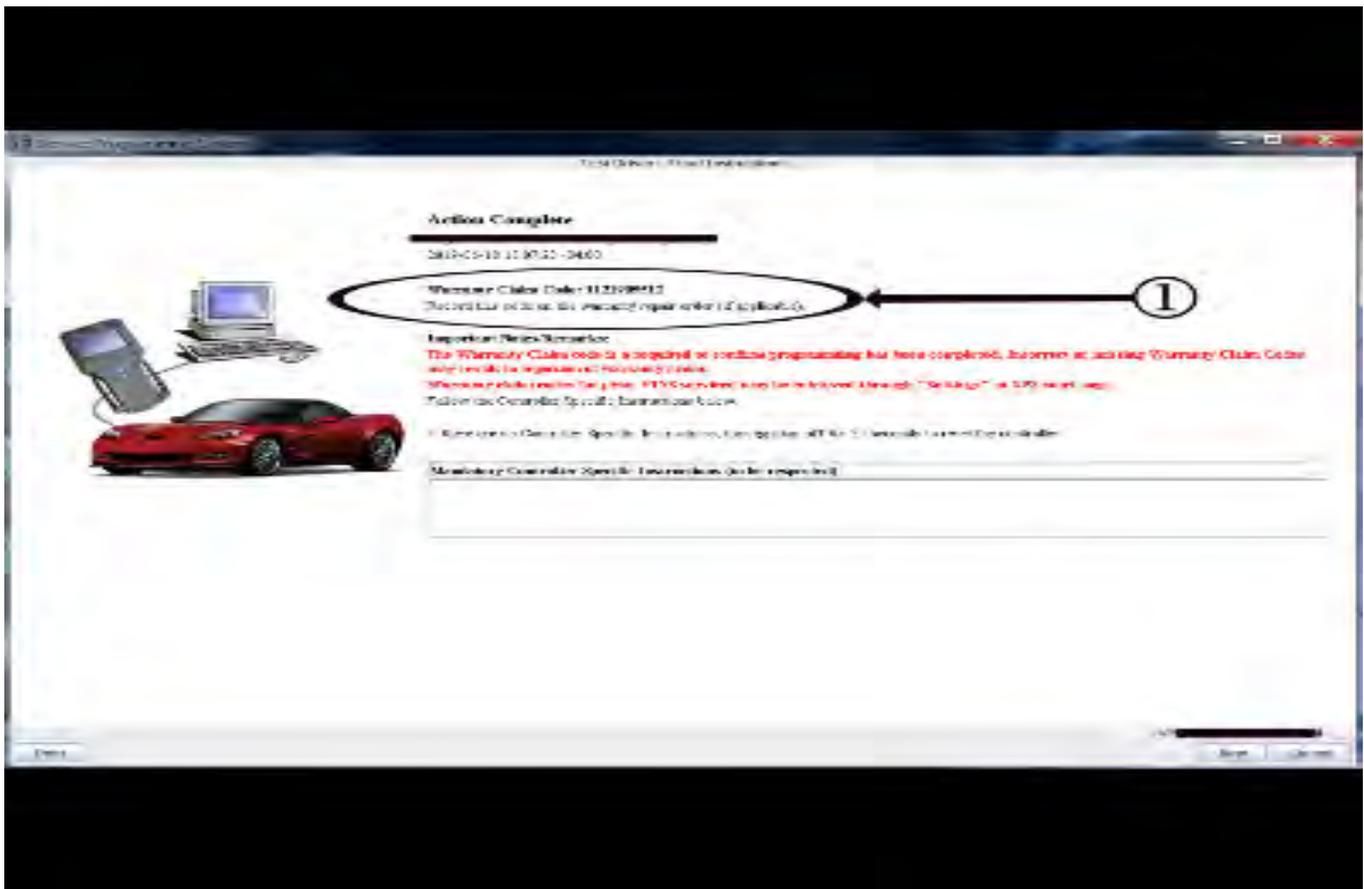
**Important:** When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision.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

**Caution:** You must perform both reprogramming events to complete this repair.

1. Reprogram the radio. Refer to *A11 Radio: Programming and Setup* in SI.



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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

- 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
*2886828	Radio Reprogramming for Radio Anomalies	0.6 hr
<p>*This is a unique Labor Operation for Bulletin use only.</p> <p><b>Important:</b> **To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> <li>The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.</li> <li>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.</li> </ul>		

## 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:

- Open TLC/TIS on the computer used to program the vehicle.
- Select and start SPS/SPS2.
- Select Settings.
- 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 October 12, 2020

