



Service Bulletin

Bulletin No.: 20-NA-097

Date: November, 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 PIT5722.

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

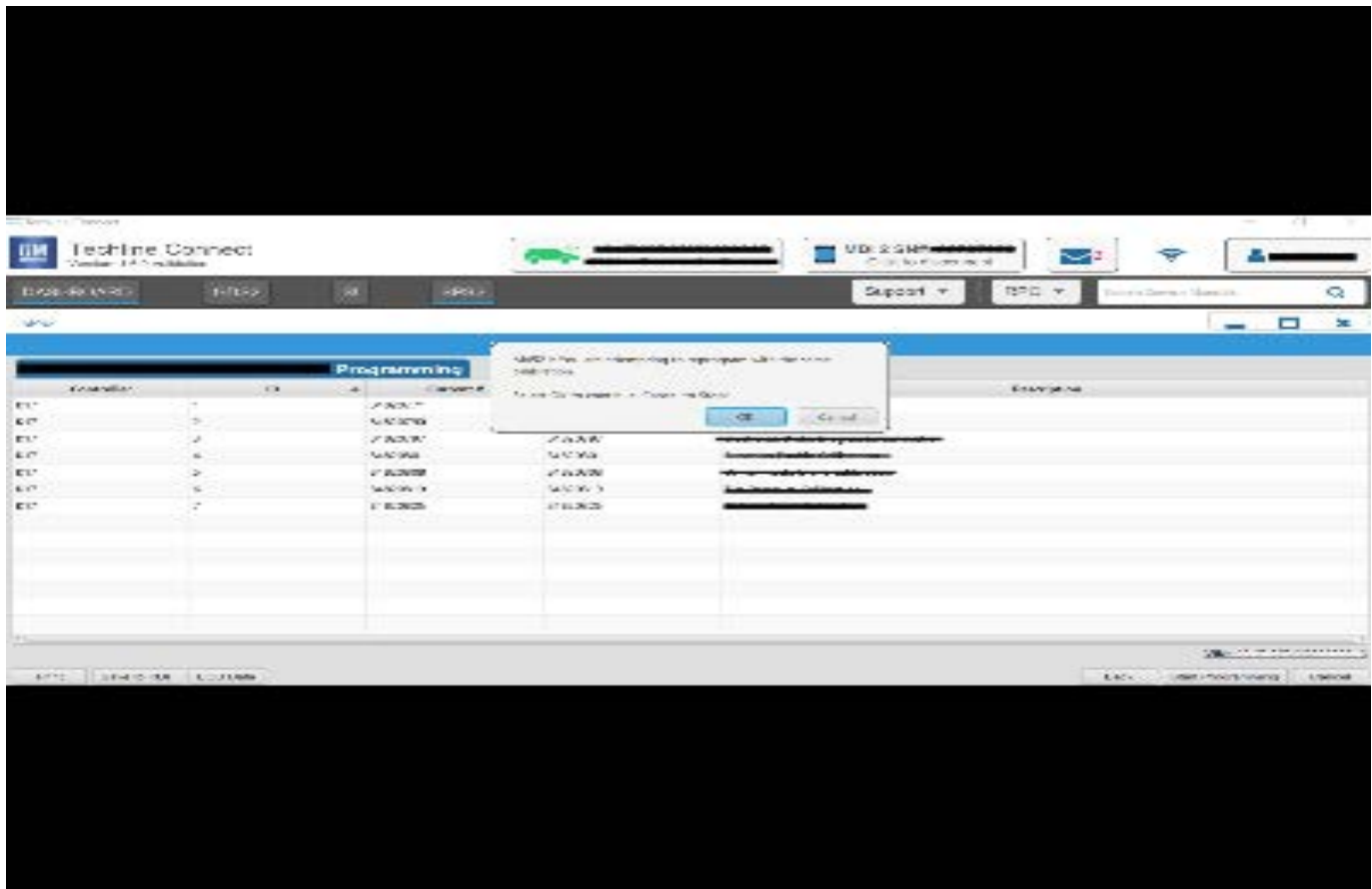
Involved Region or Country	North America, China, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Thailand, Egypt, Africa
Additional Options (RPOs)	Equipped with Infotainment system (IOR)
Condition	Some customers may comment on software issues. 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: • 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. • Radio display randomly and intermittently goes blank or black • Radio display is not responding to touch • Apple CarPlay and Waze features may not function properly • System reset and reduced WiFi functionality • Improve Radio DTC U18AF diagnostic algorithm • Change text from "Park Assist Tow Bar" to "Park Assist" in Collision/Detection screen • (China) "My Media" source text not translated to Chinese.
Cause	The cause of the condition may be a software anomaly.
Correction	Reprogram the A11 radio.

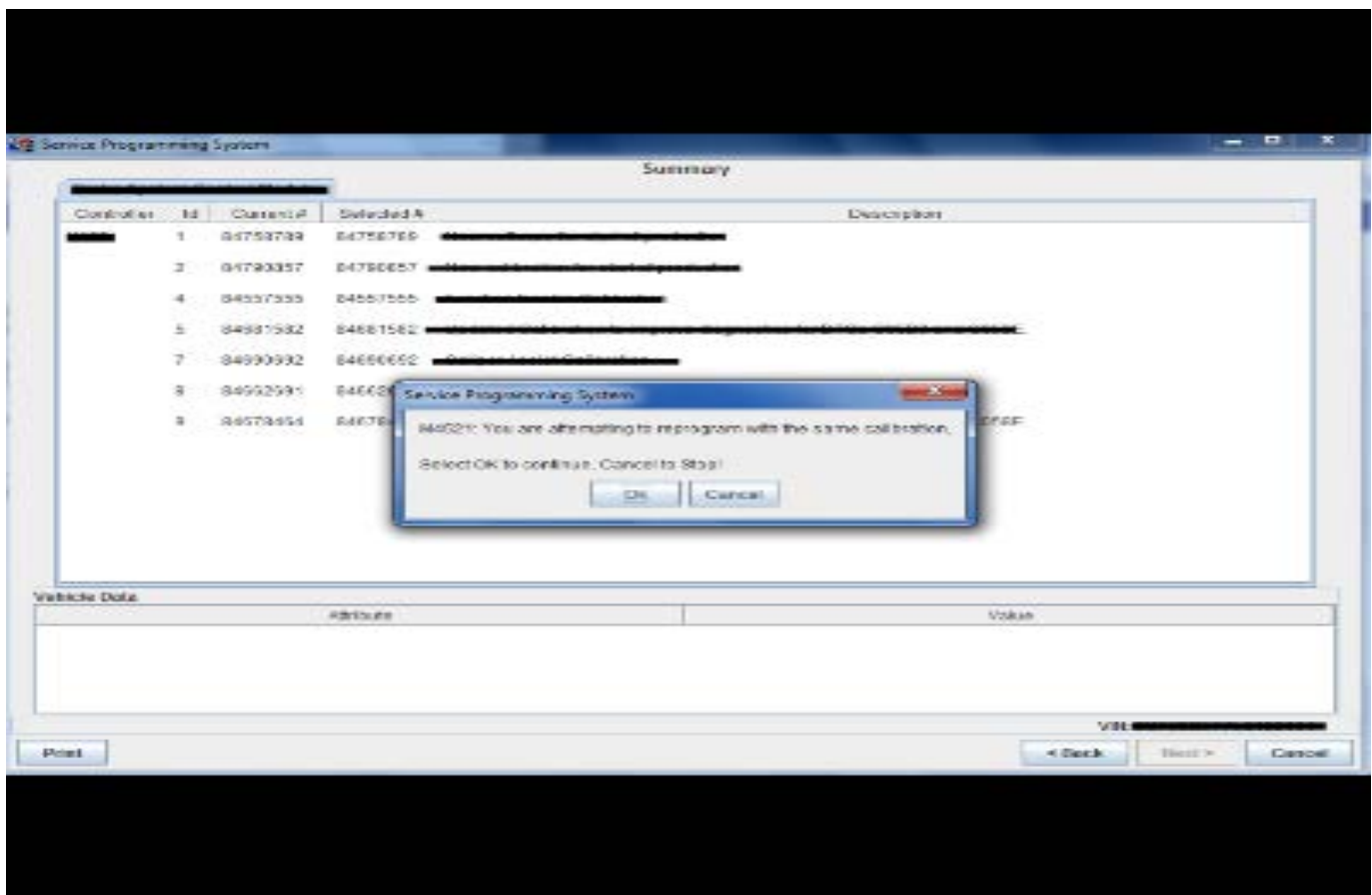
Service Procedure

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 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: Techline Connect and TIS2WEB screens shown above.

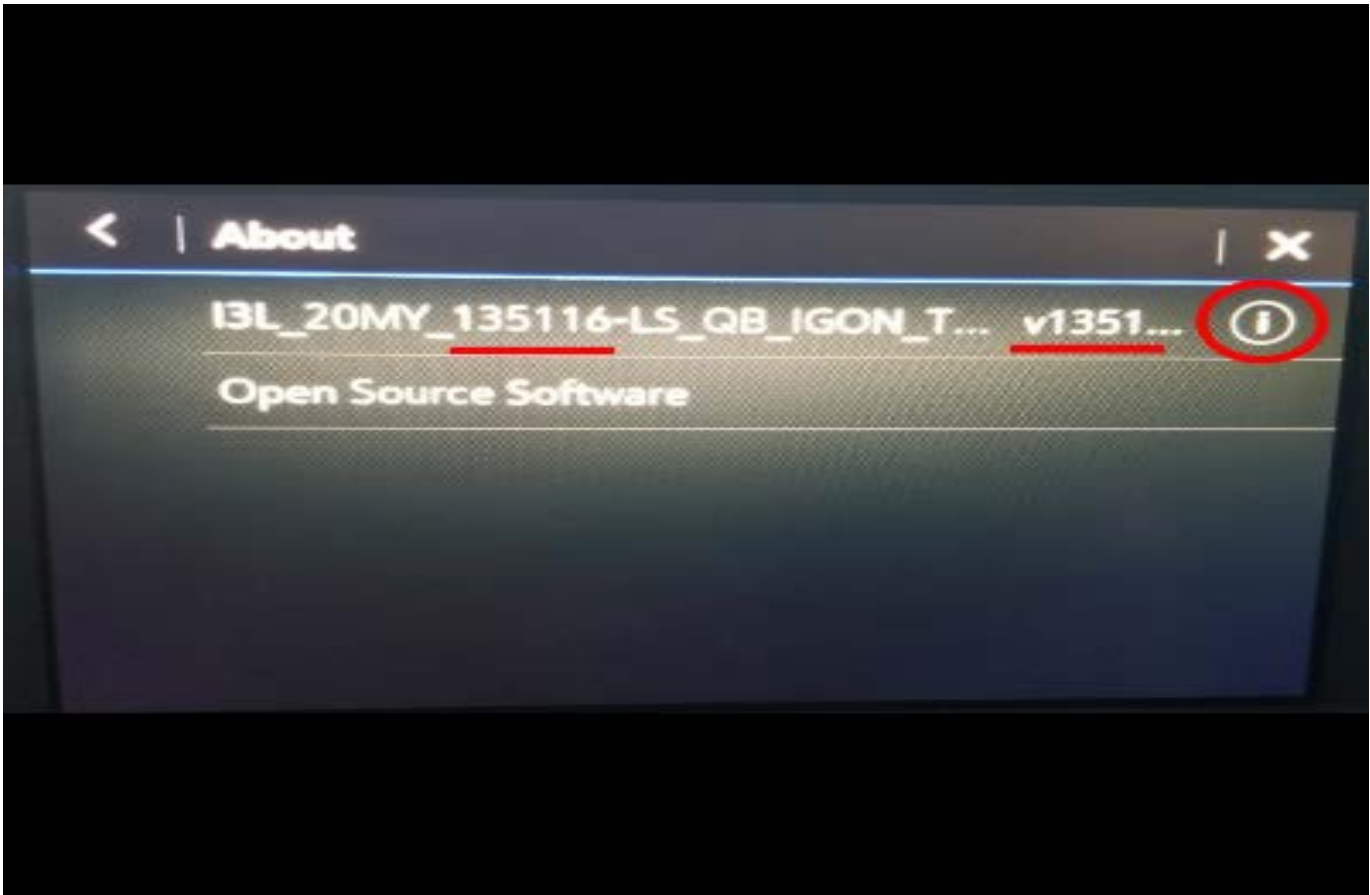
Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty Information section of the bulletin.

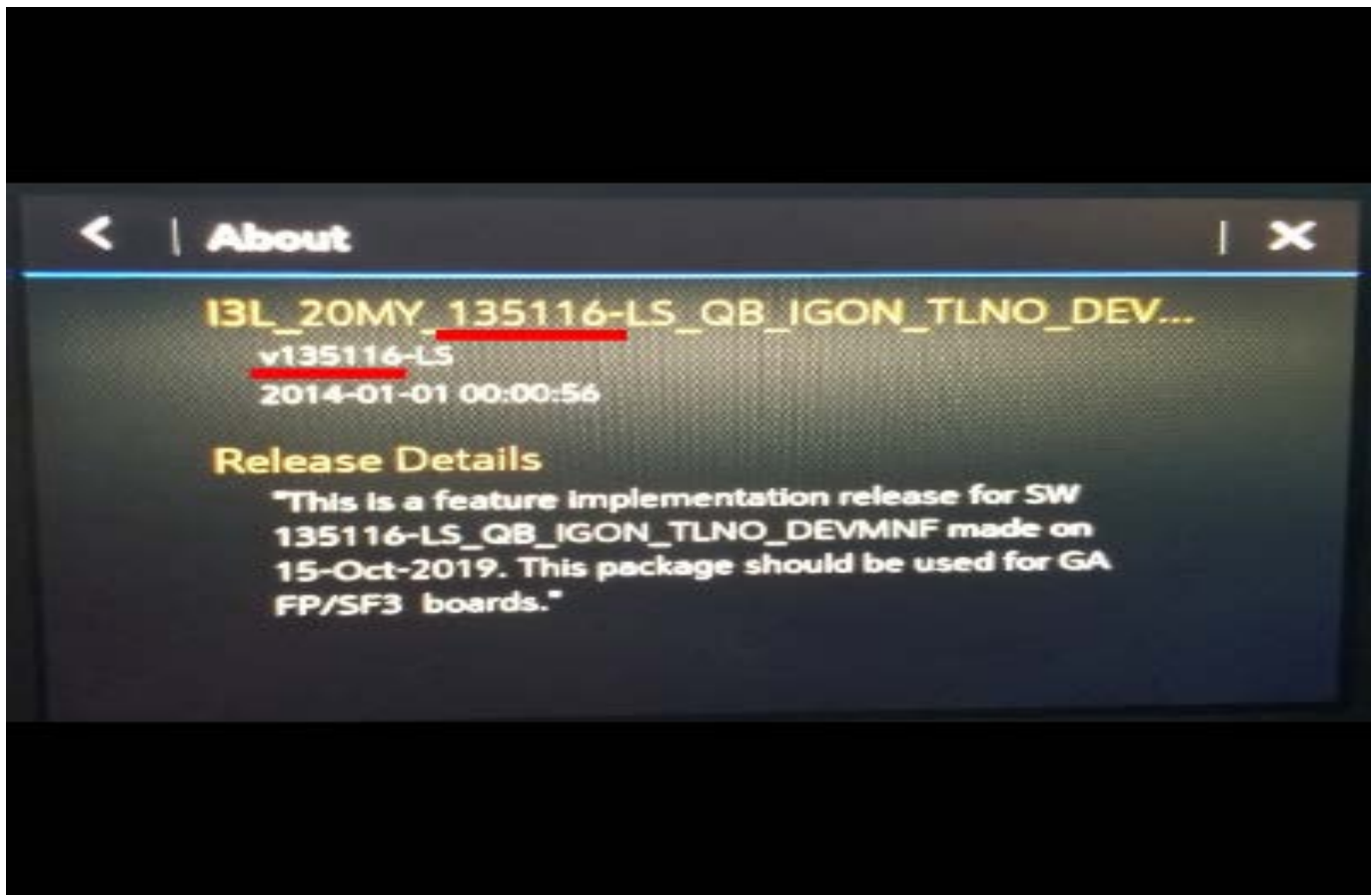
Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial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

Caution: You must perform **BOTH** reprogramming events to complete this repair. Perform the software update (USB File Transfer) first, then the calibrations (Programming) second. Failure to follow these instructions will result in the need for an additional programming event as indicated by the radio display showing the following statement: "Calibrate Device One or more devices must be calibrated before the system can be used."

Note: The Radio will not allow the installation of the same software version via USB. If the same software is detected, the installation process will not start.

1. Reprogram the radio software via USB to version V135116 or higher. The software version currently in the radio can be identified by viewing Home, Settings, About, Information icon (circled lower-case i). On the first About screen, you may only see a truncated version number (e.g. v1351...). Select the icon to view the full version number.





5671247

- 1.1. Connect a USB drive to the computer.
- 1.2. Access the Service Programming System (SPS) and follow the on-screen instructions.
- 1.3. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/ USB File Transfer.

Note: If USB programming is unavailable, or if the selected software description is the following, proceed to step 2: STOP. If you are seeing this text, the controller already has the latest software available. If you try to proceed further, SPS will generate an error.

Software currently loaded on the USB Drive will be verified and if files are incorrect they will be deleted and correct files will be loaded. If files residing on the USB Drive are correct for the vehicle being serviced, the Techline terminal will not delete those files and allow the drive to be re-used.

- 1.4. Upon completion of the file transfer, remove the USB drive from the computer.
- 1.5. Ignition ON, infotainment system ON.

Note: The radio will not allow the installation of the same software version via USB. If the same software is detected, the installation process will not start.

- 1.6. Connect the USB drive to the USB port in the vehicle.

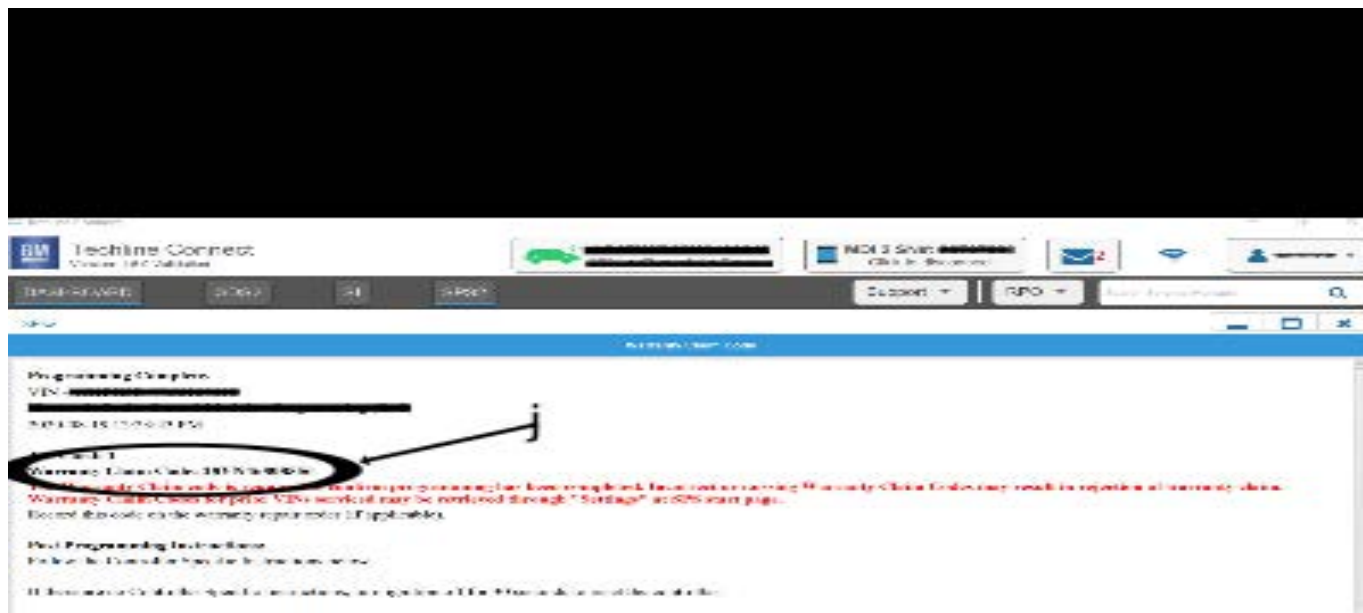
- 1.7. The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted. Programming will take several minutes.

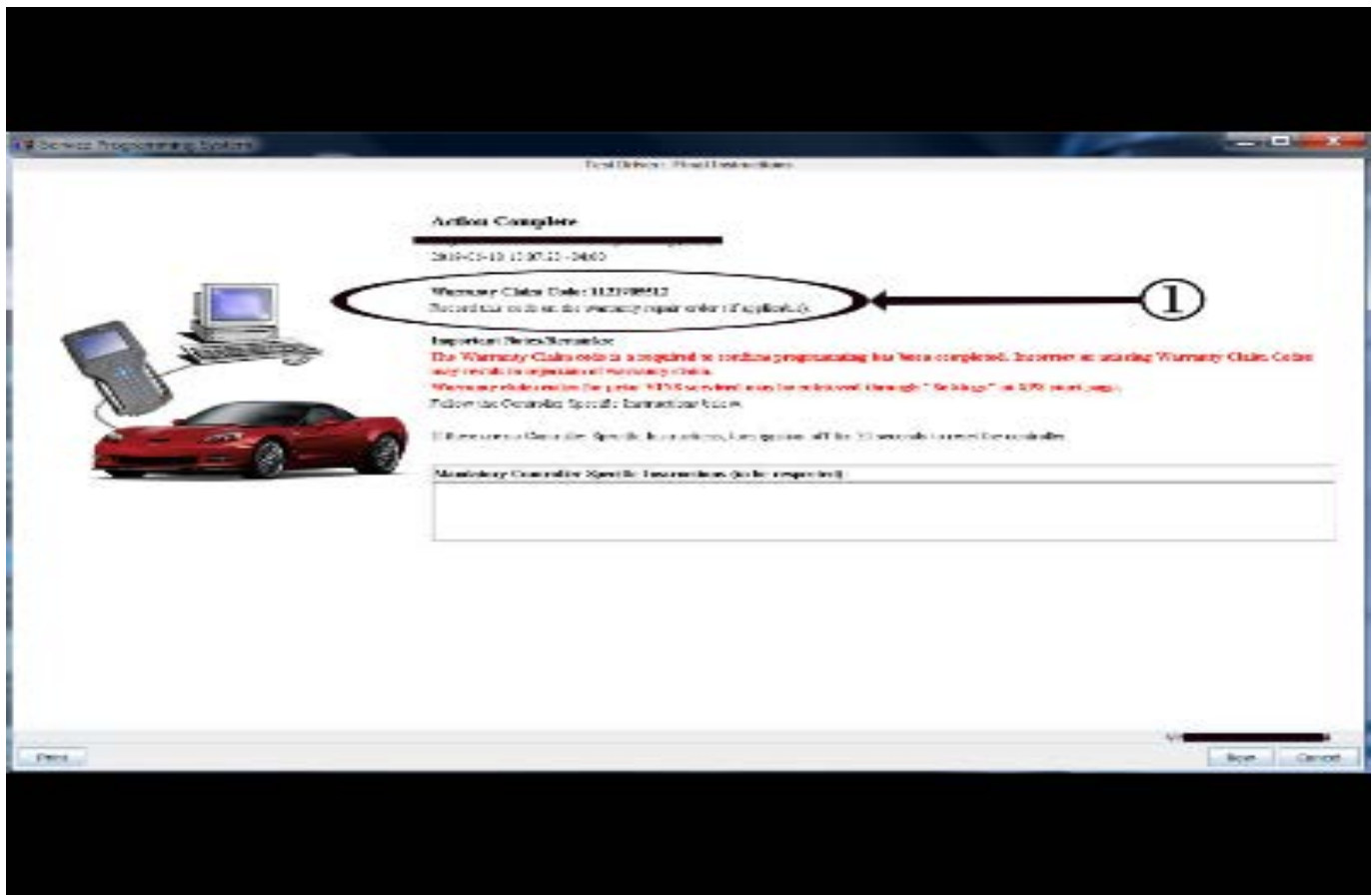
Note: If no instructions immediately appear on the infotainment display, select the following menu options:

- Home
- Settings
- System
- Updates

- 1.8. Upon completion of programming, remove the USB drive. Follow the infotainment display on-screen instructions.
2. Reprogram the radio calibrations. Access the Service Programming System (SPS) and follow the on-screen instructions.
 - 2.1. On the SPS Supported Controllers screen, select A11 Radio – Programming and then follow the on-screen instructions.
3. Clear DTCs.

4. Perform the Manufacturer Enable Counter (MEC) reset – Access the Global Diagnostic System 2 (GDS 2) and identify the vehicle.
 - 4.1. On the GDS 2 screen, select Module Diagnostics – Radio (select appropriate RPO) – Configuration/reset functions – Reset Manufacturer Enable Counter and follow the on-screen instructions.
5. Ignition OFF, Retained Accessory Power (RAP) OFF, remove the key fob from range of the vehicle, and let the vehicle sit for five minutes. Retest system operation to verify the repair.





5431209

Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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

6. Record the SPS Warranty Claim Code on the 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

*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/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	2
Modified	Released October 12, 2020 November 13, 2020 – Clarified the order of operations in the Service Procedure and added graphics illustrating how to view the software version on the radio display.

