



# Service Bulletin

Bulletin No.: 21-NA-058

Date: March, 2021

## TECHNICAL

**Subject: Radio Software Version 382 Update**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Escalade ESV	2021	2021				

<b>Involved Region or Country</b>	United States, Canada, Mexico, Europe, Russia, Middle East, Japan, Korea
<b>Additional Options (RPOs)</b>	Equipped with Infotainment System IOV
<b>Condition</b>	Some customers may comment on software issues. A continuous improvement software update was released with updates made in several areas. In addition to providing general robustness and stability enhancements, this update includes all enhancements from previous software version releases. Version 382 contains over 40 improvements. Refer to Version 382 Most Notable Improvements section below.
<b>Cause</b>	The cause of the condition may be software anomalies.
<b>Correction</b>	Reprogram the A11 Radio software via USB.

**Important:** Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.

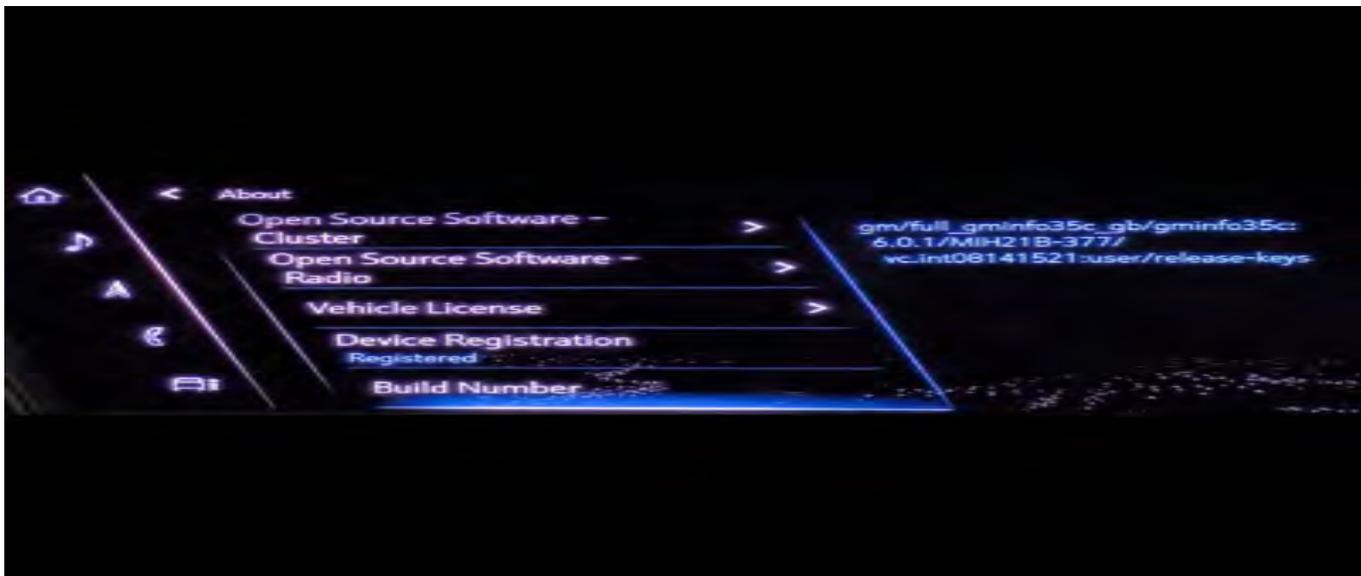
### Version 382 Most Notable Improvements

- Album art mismatch between IPC and Radio
- Song metadata mismatch between IPC and Radio
- Intermittent blank or black radio display screen and radio reboots
- Now Playing icon animation may freeze if station list is changed frequently while in a bad signal area
- Radio switches back to Sirius XM when attempting to change source from SXM to Apple CarPlay
- When selecting new activity such as Browse, Direct Tune, Setting, the control animation occurs twice
- Delayed ability to change volume with multifunction control until volume popup disappears
- Holding the steering wheel controls volume up or down causes volume popup to flicker
- Double letters, or blank spaces might appear in the alphabetic index
- Pressing any hard button on the multifunction controller cancels an active Advanced Parking Assist event requiring the user to repeat seeking the parking space
- The TTY keyboard disappears when vehicle goes into motion during an OnStar SuperCruise call
- Multifunction control knob is inoperative after using tilt, then swipe to remove Coach mark screen. Operation is recovered by pressing multifunction control "Back" button
- Instrument cluster incoming phone call information may disappear after accepting the incoming call using steering wheel controls
- Unable to view WiFi Hotspot SSID name and password while the vehicle is being driven
- After creating Trailer Profile while vehicle is still in demo mode the Trailer Profile does not synchronize with back office when vehicle state is Demo
- After creating Trailer Profile on a vehicle that exited Demo mode, the next ignition cycle may display Error code 401
- The Vehicle Info – Air Filter Life "Check system" text may overlap with the gauge image for Spanish (Mexico), Italian (Italy), and Dutch (Netherlands) languages
- The Instant Fuel Economy progress bar remains highlighted during an active Auto Stop event.
- Navigation app may reset if user entered destination with myBrand app
- Sending a message in Android Auto, audio may not return to previously playing source, instead switching to Sirius XM
- Scrolling through Favorites pages and it may revert to currently playing favorite very intermittently
- Unable to exit the Enter PIN page when using the multifunction control Back button or left tilt

- Radio may change to SXM source at ignition on when XM was not the source in previous ignition cycle
- Mute icon may not appear properly after ending a phone call
- If CarPlay is muted and Source is changed, it switches back to CarPlay as source
- IPC displays previous source album art after using Voice Recognition (VR) to change Source
- Favorites may be skipped over randomly when using multifunction control knob going from page 1 to 2
- May display contacts still loading prompt even though the contact download has already been completed
- Apps may blink if multifunction control is used when vehicle begins to move or as OnStar WiFi Hotspot changes state
- CarPlay screen may stop or not display song metadata when connected via wireless projection
- Navigation may not reroute skipped steps unless user clicks go back button directly from the navigation which was not being implemented
- Navigation may not function properly if switching user profiles during an active navigation route
- (non-GMNA) With Korean language selected, the alphabetic index displays as consonants and vowels, not consonants only (example: Ac, Ai, Aok, Au, Bc, Bo,... instead of A, B, C, D, E, F,...)
- (non-GMNA) Korean font size of subway exit numbers are different
- (Non-GMNA) Korean Navigation map Zone Alerts (speed bump, school zone, etc.) may not clear after passing the zone area
- (Non-GMNA) Some Arabic text may be cutoff or truncated due to text display area size
- (Non-GMNA ) In right-hand drive countries the roundabout user interface has issue with right steering wheel image
- (Non-GMNA) Korea nav app has localized logic for showing School Zone alert to maintain showing until entering the zone. If school zones are side by side a second alert might not play for the second zone because the system believes it is still in the previous school zone.
- Rarely, navigation guidance information in cluster does not match radio or HUD, which are showing correct navigation information
- Rarely, if navigation is dismissed in the background the Arrival will remain on cluster and HUD
- Rarely, when typing a destination on the keyboard as vehicle begins to move the system gets stuck in a loop
- Rarely, when using voice recognition to change SXM channel, the metadata shows correct channel, but audio is playing from a different SXM station
- Rarely, CarPlay may have periodic dropouts; or disconnect during a drive cycle and not auto-reconnect due to switching from 2.4GHz to 5GHz WiFi signal
- Rarely, while on a call and ignition is then turned on there could be a failure of CarPlay auto connect.

## Service Procedure

**Important:** It is important to ensure that the technician is inspecting the full information found within *Build Number*. To identify the current software installed in the radio requires the user to locate the *Build Number* to view the full software version file name. In the middle of this long file name look for 382. (The illustration below shows software version 377, thus that would be outdated.) The number would be numerically lower if the radio is not up to date, or numerically higher if newer versions were released and installed.



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### Preliminary TLC Preparation

**Caution:** As of March 1, 2021 a change was made in the way the radio software package checks battery state of charge (SOC) prior to installation; however, the technician will have to take action in Techline Connect (TLC) to ensure the change is installed in the radio. Please follow preliminary TLC preparation steps below, this is only required to be performed once per TLC machine. It is NOT necessary to repeat this step for every programming event unless a different computer is being used that has not yet had TLC Local Cache cleared sometime after March 1, 2021.

These preliminary TLC preparation steps may eliminate difficulties related to a message of “Conditions not ideal...” when attempting to program the radio when the not ideal condition is related to battery state of charge.

1. Log into TLC.
2. Clear Local Cache. Select Settings>Local Cache tab>Clear

### Radio Programming

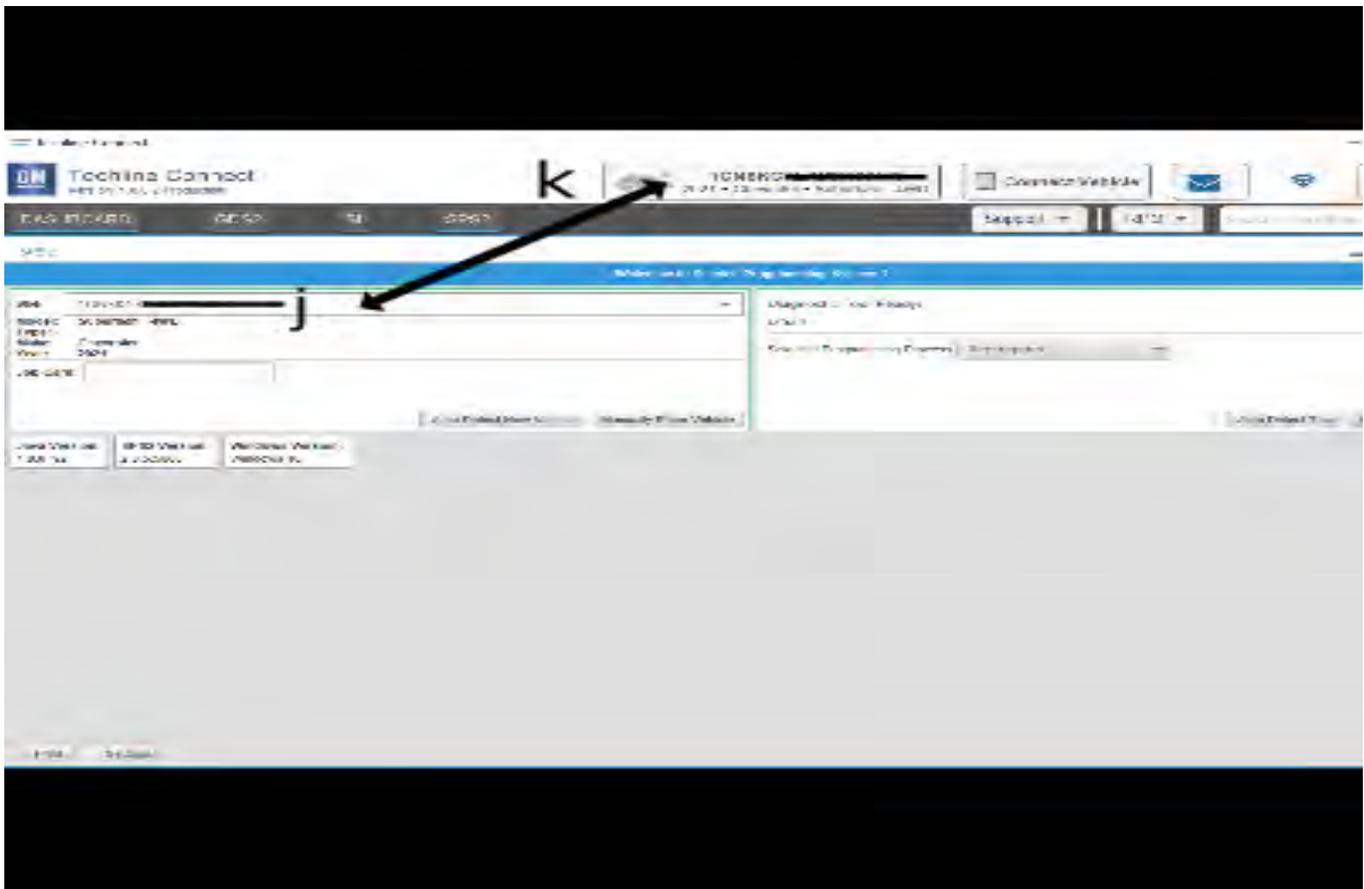
1. Inspect the current radio software version. Navigate to Settings -> About -> Build Number to view and verify the software version.
  - If equal or greater than 382, this bulletin does not apply. Refer to SI for diagnostics.
  - If less than 382, update the radio software via USB. Refer to *A11 Radio: Programming and Setup* in SI.

**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.

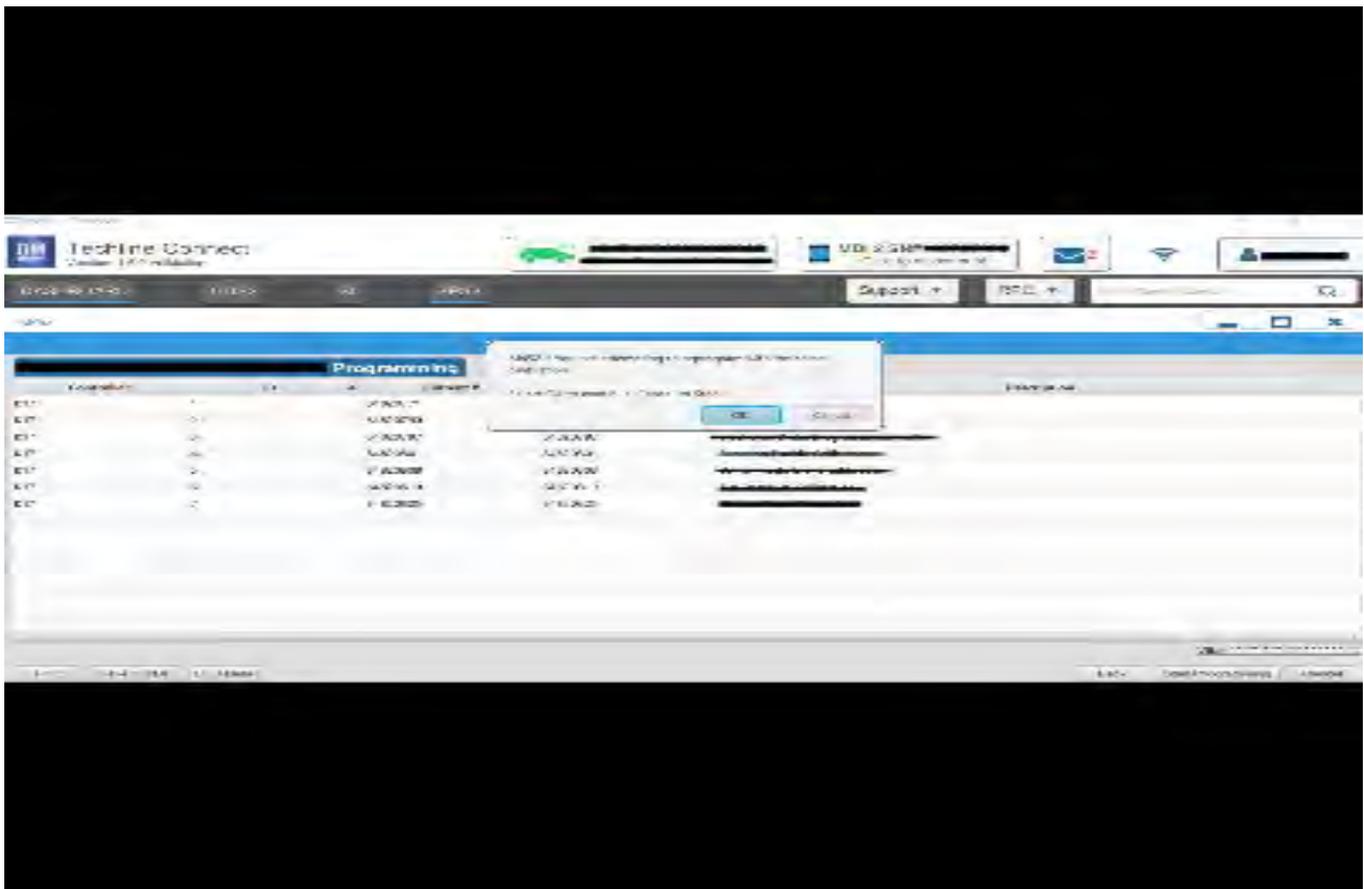
**Note:** Carefully read and follow the instructions below.

- 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.
- Ensure the ignition is turned OFF, load on the vehicle’s battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc. may affect the download process.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result..
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.

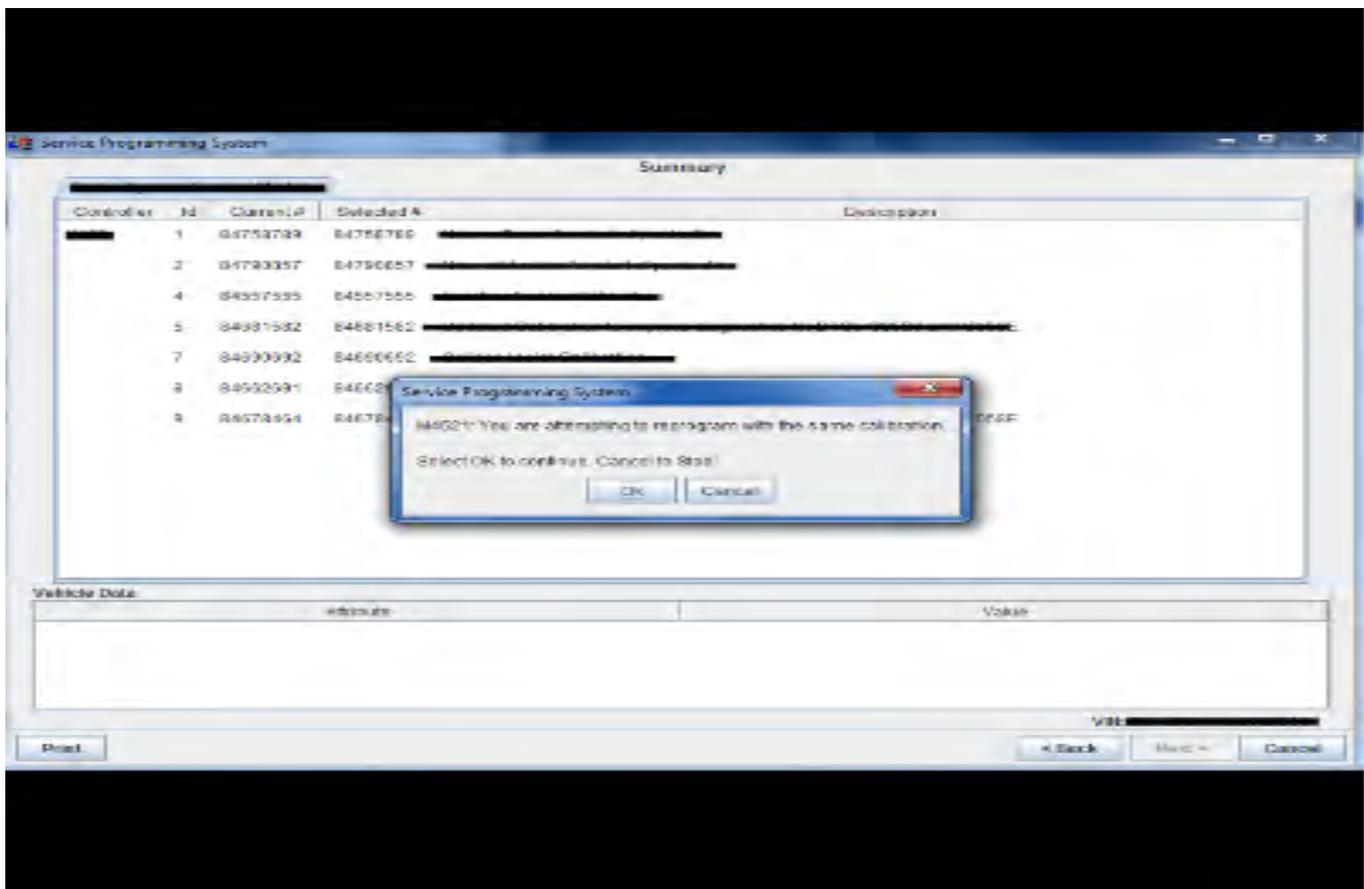
**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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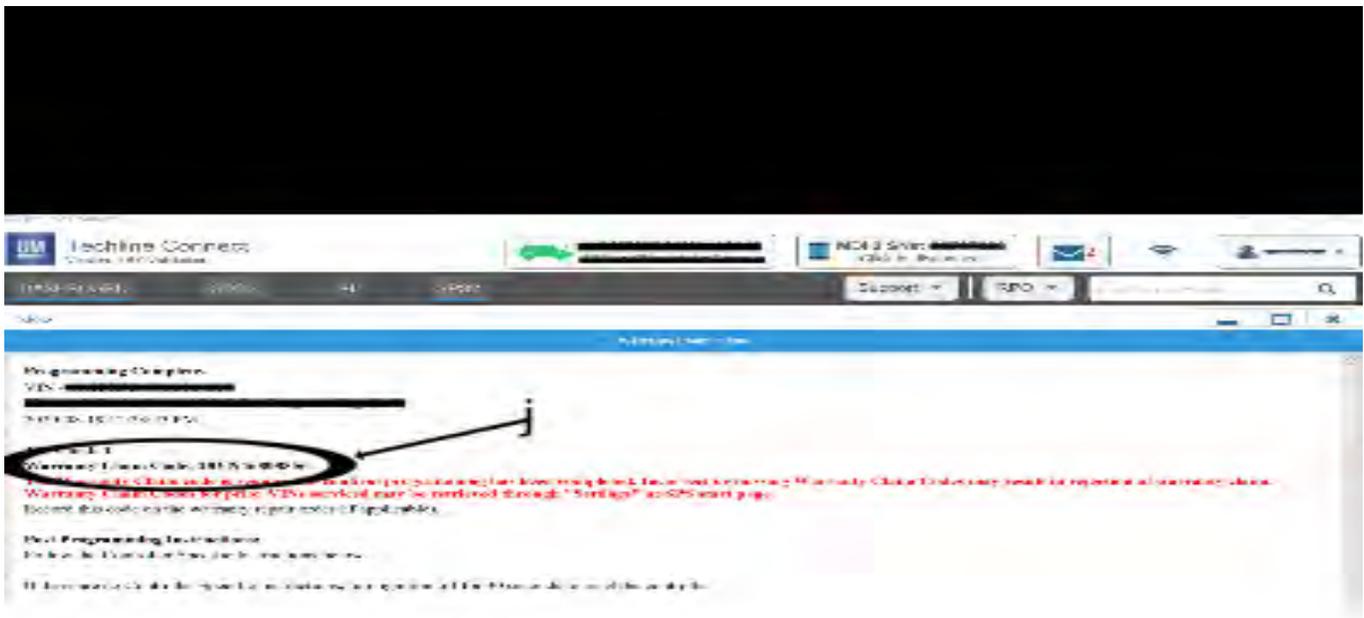
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**Important:** Techline Connect and TIS2WEB screens shown above.

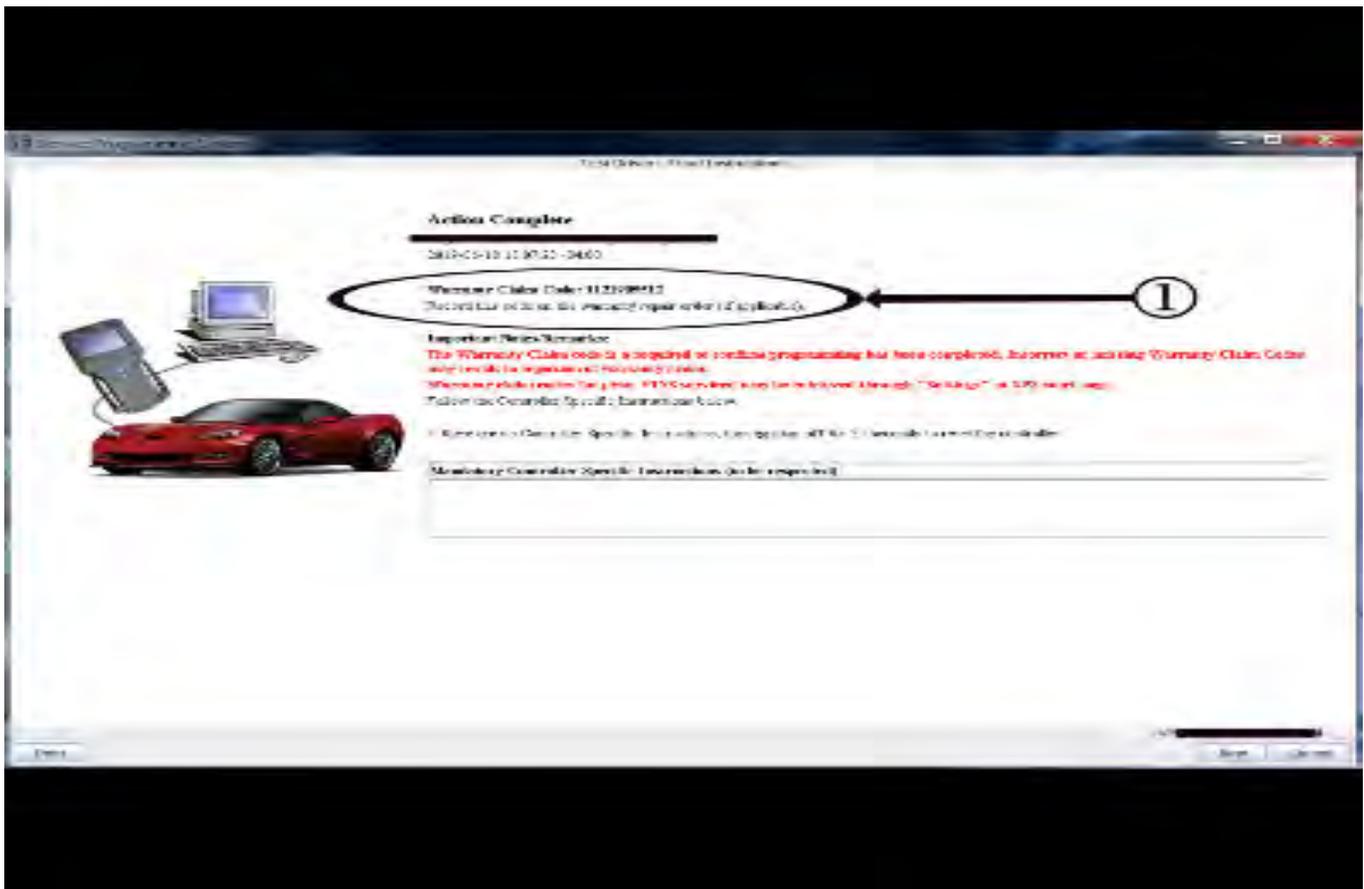
**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required.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

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



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**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 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
9700007	Verify Radio Is On Currently Available software version	0.3 hr
*9700023	Radio Reprogramming with SPS / USB	2.2 hr

**Important:** \*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The 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:

- 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 March 11, 2021

