

Service Bulletin

TECHNICAL

Subject: Radio Software Version GB108.2 Update

Brand:	Brand: Model:		Model Year:		VIN:		Transmission:
Branu.	woder.	from	to	from	to		
Cadillaa	CT4	2020	2020				
Cadillac	CT5	2020	2020	_	—	—	—
Chevrolet	Corvette	2020	2020				

Involved Region or Country	North America, Middle East, Israel, Cadillac Korea (South Korea)		
Condition Some customers may comment on software related issues. Continuou software updates are being released with improvements made in seve the Most Notable Improvements section below.			
Cause The cause of the condition may be software anomalies.			
	A new radio software update, version GB108.2, is being released for vehicles equipped with Infotainment system RPO IOS or IOT, in addition to providing general robustness and stability enhancements. This update includes all enhancements from previous software version releases.		
Correction	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.		

Tip: When determining whether this update will address a customer concern, it is important to understand what software is currently in the radio being diagnosed. Depending on the current radio software version, this GB108.2 update could resolve different concerns. *Example*: If current radio software version is less than GB106, it addresses all concerns listed in all three Most Notable Improvements sections. However, if current radio software version is GB108.2 update would only address the items listed in the GB108.2 section.

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

GB106 Most Notable Improvements

Most notable improvements contained in this release may include:

- Audio
 - Loss of chime may occur when switching from Run to Propulsion after second chime sounds
 - · No media audio could occur at startup
 - Mute could be inoperative while turn signal is active

- Bluetooth

- Contacts may show unavailable, may only partially download or sync after changing User Profiles, or may get stuck at any percentage of the download
- HMI
 - Blank screen could occur when transitioning from Performance Data Recorder (PDR) to radio Home screen
 - Porch/summary view may display Climate Off message for a couple of seconds after an ignition cycle
 - Using embedded media app (Ex: iHeart) the Home screen may still display the previous Source logo
 - Upper status bar may not display connected Bluetooth device information
 - Changing Favorites with steering wheel controls (SWC) may respond slower than changing them with on-screen touch input
 - When rapidly changing Favorites on radio, the metadata in the DIC Audio Page may not match what is shown in the radio audio page or Porch/ summary view display
 - My Mode, Engine Sound Settings, and Remote Mirror Folding descriptions may have text cut off

- Auto indicator in HVAC popup may not illuminate to match active Auto status
- During an OTA update the radio may display a Settings page instead of the Programming screen
- Powertrain mode could show Normal instead
 of Tour
- (Non-GMNA) The PDR Auto Recording pop up may only appear in English
- (Non-GMNA) Errors may occur in displaying the Korean keyboard

Navigation

- Changing language in an active navigation route could cause nav app to stop working
- In Porch/summary view the navigation maneuver or highlighted route might get stuck or be incorrect for next maneuver

Projection

- Android Auto audio may drop out for approximately one second
- While in CarPlay and during an OnStar Advisor call, the driver may not be able to hear the Advisor if a CarPlay incoming call session is active
- If Android phone enters full sleep it may not recover connection for Android Auto

Systems

- · Improved RVC rolling count diagnostics
- When changing the Teen Driver PIN, a Retry popup may appear after entering the new number the second time
- Radio display may be non-responsive to touch
- · Radio may create a parasitic battery drain
- With Performance Data Recorder active, shifting to Reverse may not transition to rear view camera
- If an OTA Download or Install message is ignored, subsequent ignition cycles might show Update Available message without first seeing a Drive to Park shift event
- OTA Install Update message may not appear if vehicle was started using Remote Start
- During OTA Installation, if ignition mode transitions to Accessory, Run, or Propulsion mode as display Update Successful command is sent, the radio may instead display Update Failed even though it was successful
- If the LVDS cable is disconnected (during technician diagnosis) it may cause the radio System Server to crash

Voice Recognition (VR)

- Connected phone may not respond to Voice commands
- Voice Recognition may not respond only when using Sirius XM (SXM) commands
- Voice Recognition may not respond for an entire ignition cycle

GB107 Most Notable Improvements

Most notable improvements contained in this release may include:

– Audio

- Volume may change unwanted
- Volume may ramp up at startup if the Steering Wheel Control Vol Up is pressed for 3-4 seconds during bootup
- HMI
 - Attempting to make a phone call through a connected phone or Android Auto, the system may attempt to make the call through OnStar
 - Instrument cluster Favorites and PTT Menus may disappear for remainder of drive cycle after changing Favorites
 - The Head Up Display (HUD) may not display SXM metadata if user switches from AM/FM Favorite to SXM Favorite
 - Radio display may toggle or flicker between PDR screen, Home screen, and PDR screen with Status bar
 - In rare occurrences where powering moding is changing quickly and repetitively, there may be a no audio condition at startup until user enters the Audio app
 - May not be able to make an outgoing call when selecting a contact from the Recent list
 - During an OTA update the user may see the Settings page instead of the Update status
 - After an OTA update the user may see the Update page instead of the Home page
 - Error in translations of Ionizer, Location Based Auto Lift, PDR Auto Recording, and My Mode
 - Incorrect message may be displayed in Valet mode at startup when PDR is only recording video, not audio
 - (Non-GMNA) HVAC dials and radio display may show mismatched values

- Projection

- · Apple CarPlay could display a blank screen
- When using Apple CarPlay Driver Information Center (DIC) may display device is unreadable

Systems

- Improve diagnostic algorithm of U3000 Symptom Byte 4B to reduce occurrences of a false DTC
- Improve diagnostic algorithm of B1A1F Symptom Byte 00 to configure DTC enable conditions
- Radio display may go blank when user switches to rear seat infotainment (RSI) secondary video input

Voice Recognition

Navigation app may not launch when using VR

GB108.2 Most Notable Improvements

Most notable improvements contained in this release may include:

- Audio
 - · Increase chime volume for trunk ajar
- HMI
 - Driver Information Center (DIC) may be blank
 - Favorites list may not appear in the instrument cluster during an active navigation route

- Navigation

• Directions sent from the myBrand app may be lost if vehicle is remote started

- Projection

- Apple music may cut out
- The HUD Audio page may overlay the display every two seconds for an entire drive cycle when Android Auto is the source
- The song title may not appear in HUD Audio page when playing Pandora via Android Auto

Systems

 In very rare cases OnStar may not go to sleep when OTA Install fails due to a user turning the vehicle on during its second OTA Installation attempt

- Voice Recognition

• Native, or embedded, voice assistant may not work for an entire drive cycle

Service Procedure

- Inspect the current radio software version. Navigate to Settings -> About -> Build Number -> Information "i" to view and verify the software version.
 - If the build number is less than GB108.2, then proceed to Step 2.
 - If the build number is GB108.2 or greater, then this bulletin does not apply.

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:

- 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 <u>www.gmdesolutions.com</u> 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.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- 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.

	Contraction Contraction Contraction Contraction Contraction Contraction Contraction Contraction Contraction Contraction								
	Contraction			The desidence of the second	2	(
	Creating and a state of the state of th			Techina Connect		(2)	ICNERCAL AND	Connect Vehicle	-
	Contraction			A REAL PROPERTY AND A REAL	N 5852				· Annual annual fra
	Contraction			982					1
	State St		Note: Interface In			Sec. 1	ann tha air Ang an ing Second		
	Image:			DOLL N. MILLING AND	14				
	Total Total <td< td=""><td></td><td>No. No. No.<td>MD41 - Characteria Inder Characteria Inder 2024</td><td></td><td></td><td></td><td>-</td><td></td></td></td<>		No. No. <td>MD41 - Characteria Inder Characteria Inder 2024</td> <td></td> <td></td> <td></td> <td>-</td> <td></td>	MD41 - Characteria Inder Characteria Inder 2024				-	
Pre receive	Total Total <td< td=""><td></td><td>No. No. No.<td></td><td></td><td></td><td></td><td></td><td></td></td></td<>		No. No. <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
Pre recent Pre recent <td>Total Total <td< td=""><td></td><td>No. No. No.<td></td><td>C in C deal</td><td>Har Vision Manufel</td><td>Prov (Sector)</td><td></td><td>And Detail Tax</td></td></td<></td>	Total Total <td< td=""><td></td><td>No. No. No.<td></td><td>C in C deal</td><td>Har Vision Manufel</td><td>Prov (Sector)</td><td></td><td>And Detail Tax</td></td></td<>		No. No. <td></td> <td>C in C deal</td> <td>Har Vision Manufel</td> <td>Prov (Sector)</td> <td></td> <td>And Detail Tax</td>		C in C deal	Har Vision Manufel	Prov (Sector)		And Detail Tax
THE ROOM THE RO	57438		Stas		No Asso -				
	Densect 1000 20 4000 Procession (1000 20 10	Description Output of Section and Sect	Connect the Connect						
	Densect 1000 20 4000 Procession (1000 20 10	Description Output of Statement	Connect the Connect						
Section Convector Convecto		Text in the second seco							
Section Connection Con		Text I and the second of the s	Connect the UD 25 Hours and the Connect of the Con						
Section Convector Convecto		Text in the second seco	Connect the UD 25 Hours and the Connect of the Con						
Section Convector Convecto		Text in the second seco	Connect the UD 25182						
Section Connection Con		Text I and the second of the s	Connect the Business of the State of the St						
Section Convert Technic Convert Techni		Technic Connect Technic Connect Techni	Connect the Business of the State of the St						
Section Convert Technic Convert Techni		Technic Connect Technic Connect Techni	Connect the UD 2512 Connect						
Section Connection Con		Technic Connect Technic Connect Techni	Connect the UD 2512 Connect						
Section Connection Con		Technic Connect Technic Connect Techni	Connect the UD 2512 Connect	Product Contraction					
Interfine Connect: Interfine Con		Note of the second s	Connect the UD 2512 Connect						
Interfine Connect: Interfine Con		Note of the second s	Connect the UD 2512 Connect						
Interfine Connect: Interfine Con		Note of the second s	Connect the UD 2512 Connect						
Interface Inter		Note of the second s	Connect the Up 2 Statement of the second statement of						
Instrumentary Inst		Note Note Note Note Note	Connect the UD 2512 Connect						
Note of the second s	NONE NONE Production into 1 2 3 3 4 4 5 5 5 6 6 7	Description Description Production Description <	Control						5743
Note of the second s	NEW Support Diff. District Marchine Operation Image: State of the state of th	Description Description Production Description <	Control						
Difference Difference Image: Second	NEW Support Diff. District Marchine Operation Image: State of the state of th	Difference Difference Image: State of the state of	Control						
Difference Difference Image: Second	NEW Support Diff * Description Q Image: State of the state of th	Difference Difference International International International Interna	Other Depart +						
Difference Difference Image: Second	NEW Support Diff. Description Image: Strate	Difference Difference Image: State of the state of	Other Depart +						
Difference Difference Image: Second	NEW Support Diff. District Marchine Operation Image: State of the state of th	Difference Difference Image: State of the state of	Control						
Note of the second s	NEW Support Diff. District Marchine Operation Image: State of the state of th	Description Description Production Description <	Control						
Note Note Note Note Note	NONE NONE Production into 1 2 3 3 4 4 5 5 5 6 6 7	Note Note Note Note Note	Control						
Note Note Note Note Note	Allow Support + Diff + Diff - O Image: State of the	Note Note Note Note Note	Control	Ren - Chevor					- 4. 1
Note of the second s	Allow Support + Diff + Diff - O Image: State of the	Note of the second s	Control	Techine Connect		-	UD: 2 SHT		-
Maximum Maximum Image: State of the st	Prosteterents Aller interesting in sproper labilities one interesting in sproper labilities one interesting in sproper labilities one interesting interestind interesting interesting interesting interesting	Prostantini Alter in the second program with the contraction of the second program with the contractine second program with the contrecontraction of the seco	Prostantini, MS intermediation oppose data to one 0 4 Anno 1 7 Anno Control 2 7 Anno Control 3 7 Anno Control 4 7 Anno Control 5 7 Anno Control 6 Vanno Control 7 PERES PERES						
Projection District Market State Environment V	Projection is: Add Projection is: 0 0 1 0 2 1 3 0 4 0 5 0 4 0 5 0 6 0 7 1 7 1	Projection Discolution Market State Environment V XXX ⁺ V Environment V XXX ⁺ Environment Environment V V	No. No. 10 1 11 1 12 1 12 1 12 1 12 1 13 1 14 1 15 1 15 1 16 1 17 1 18 1 19 1 10 1 10 10 <		Carl Charles		Secon	Contraction of the second	
Production Production 1 * 1 * 2 ANN** 2 Construction 3 Construction 4 Construction 5 Construction 6 Construction 7 Construction 7 Construction 7 Construction	Projection Res Selection 10 • 10 • 10 • 10 • 10 • 10 • 10 • 10 • 10 • 10 • 11 • 12 • 13 • 14 • 15 • 16 • 17 • 18 • 18 • 19 • 10 • 10 • 11 • 12 • 13 • 14 • 15 • 16 • 17 • 18305 18305 18305 18305	Production Production 1 *	Projection of the second se	<i>PC</i>					
Available Distance Encode and the second of	O Image: Contraction of Contraction 2 2000 3 2000 4 2000 5 2000 6 2000 7 2000 7 2000	Accession Control and Control accession Control accession V 2 2000 0 V 2 2000 <	D A Carport 2 XX100 3 XX100 4 XX100 5 XX100 4 XX100 5 XX100 5 XX100 6 XX000 7 F1525		Programming	NARD IN THE ANY INCOME.	The alternative representation		
e s vera vera contractor e vera vera vera vera vera vera vera ver	Constraint Constraint 2 7.83.8 International Action and Act	e s vera contractor v s vera vera vera c s vera vera vera vera vera vera vera vera vera vera vera	- - <td></td> <td>a Carvere</td> <td></td> <td></td> <td>Entrypeine</td> <td></td>		a Carvere			Entrypeine	
r s UCVA UCVA v > radat radat r > UCVA Honore	 General Construction PESES PESES PESES PESES 	r s UCVA UCVA v > radas Honoretained r > UCVA Honoretained r > FERSA Honoretained	 UCMI UCMI Localization CENT CAR AND Constrained to the second secon	e >	55270				
1 > PARE PARE 7 5 MON 1 International 7 7 PERE PERE	 PERMIT PARMINE PERMIT PERMIT PERMIT PERMIT 	1 2 CASH CASH CASH Constrained 1 5 MON 1 MON 1 Monthlement 1 7 FERE Cash Monthlement	 PARE PARE PARE WORD WORD HERE PERE PERE 				Longer Late Call Street	53	
	· · · · · · · · · · · · · · · · · · ·		· FERR FERR	v >	v 9.29/10	10.00			
				arts Strate for Contain				Later 10	

Current A 04753739 04793357	Swinched A E475E7E5 demonstration E475EEE57 without the	Summary	Description		
04793357	E475E7E5		Description		
04793357					
	p4790657				
0423/333	8455/555				
84981582	84681582				
84990992	84666662 -0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0	int Galaxitea			
84992591	84662 Service Programm	ning System			
84573454	RAETER BASTON VIEW AND	alternation in reconstruct with	DA SATA CALINGO FEE		
				2	
	Ratioure		Vokae		
	84990992 84952591	84990932 B4666652 Annual 84990932 B4663 Service Program 849734954 R4678 R4578 R45727: Yes an Select OK to co	84990932 54666662 Companying System 849573454 846776 846721 Yes are afternating to reprogram with Select OK to continue. Cancel to Stapl	84990932 54666652 - Antonio Statute Concerning System	84990932 B4666662 Concerting System

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.

Tip: If the radio displays Conditions are not ideal, there are many reasons this can display but be aware that stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming.

2. Install the software update. Refer to A11 Radio: Programming and Setup in SI. 5431207







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.

3. 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		
2887338*	Radio Reprogramming with SPS/USB for GB108.2	0.6 hr		
*This is a uniq	ue Labor Operation for bulletin	use only.		
	avoid warranty transaction reje 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. 				

Version 1 Modified Released May 17, 2021

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, <u>DO NOT</u> assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



TECHNICIAN

CERTIFICATION

- 2. Select and start SPS/SPS2.
- 3. Select Settings.

the vehicle.

system as follows:

4. Select the Warranty Claim Code tab.

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

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.