



# Service Bulletin

Bulletin No.: 21-NA-145

Date: June, 2021

## TECHNICAL

**Subject:** Radio Software Version U157 Update

*This bulletin will replace PIT5792 and PIT5808. Please discard all previous copies of both PIT5792 and PIT5808.*

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2020	2021				
	Encore GX		2020				
	Verano						
Cadillac	CT6 (China)	2020	2020				
	XT4						
	XT5						
	XT6						
Chevrolet	Blazer	2020	2020	—	—	—	—
	Camaro						
	Cruze						
	Silverado 1500						
	Silverado 2500HD/3500HD						
	Traverse	2021					
	Trailblazer						
GMC	Acadia	2020	2020				
	Sierra 1500						
	Sierra 2500HD/3500HD						

<b>Involved Region or Country</b>	North America, Europe, Russia, Middle East, Israel, Palestine, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand
<b>Additional Options (RPOs)</b>	Equipped with Infotainment System RPOs IOS, IOT or IOU
<b>Condition</b>	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas. Refer to the U157 Most Notable Improvements section below.
<b>Cause</b>	The cause of the condition may be software anomalies.

<b>Correction</b>	<p>A new radio software update, version U157, 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.</p> <p>On some vehicles listed, 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.</p>
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### U157 Most Notable Improvements

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

#### Bluetooth

- Radio display goes black while adjusting the volume knob

#### Navigation

- SD Card Messages “SD Card Error – Launch Nav on Radio for details.” In IPC and “Once initialized, this Nav SD card can only be used for navigation in this vehicle” in Radio appears every ignition cycle when SD card read write switch is in the read-only position
- Predictive navigation cannot be enabled

#### OTA Update

- An over the air (OTA) update might not install, or fails to install, due to vehicle health check failing

#### Sirius XM

- The radio displays XM Loading or Acquiring Signal when attempting to use Sirius XM and was temporarily resolved by changing the SXM station (Channel Up or Channel Down)

#### System

- Improvement in DTC U18B4 algorithm to reduce false triggers in Amplifier and OnStar
- Radio displays “Update Failed. Return to dealer” message
- Radio locks up and display is blank in cold ambient temperatures
- When attempting to open the Trailering app in the radio display the display goes blank and pressing the Home key returns the display to the Home page

#### Phone

- OnStar TTY keyboard disappears when vehicle goes into motion during an OnStar SuperCruise call

#### OnStar

- Improvement in ethernet DTC diagnostics for intermittent U18B4, B1B2F, and U1008 in the OnStar module that may clear with an ignition cycle

### Service Procedure

**Important:** Some technicians are reporting that the radio remains on “v148” or another previous version after the radio displays the software update completed successfully. It is important to ensure that the technician is inspecting the *Build Number*, not other

rows of information on the same screen. This requires the user to locate the Build Number, and then select the Information icon (circled lower-case i) to see the full software version file name. In these radios, the build number could begin with the letter W after installing U157. This is NOT the software version and is not unique to the U157 software release.

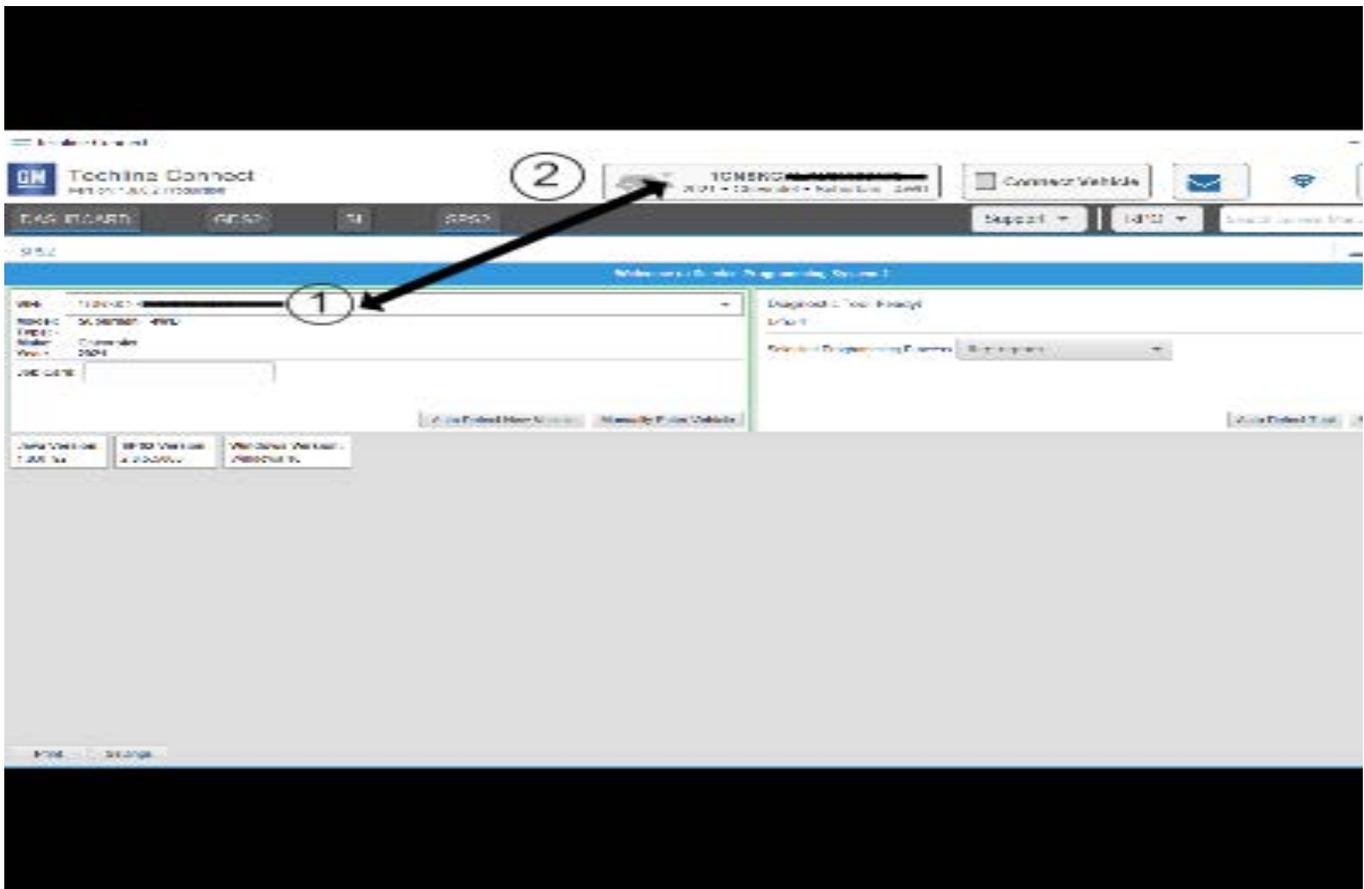
**Important:** After pressing the information icon, review the full software version file name. In the middle of this long file name you see the U157.

**Important:** Be sure to keep the vehicle doors closed prior to beginning, and during, the USB programming event.

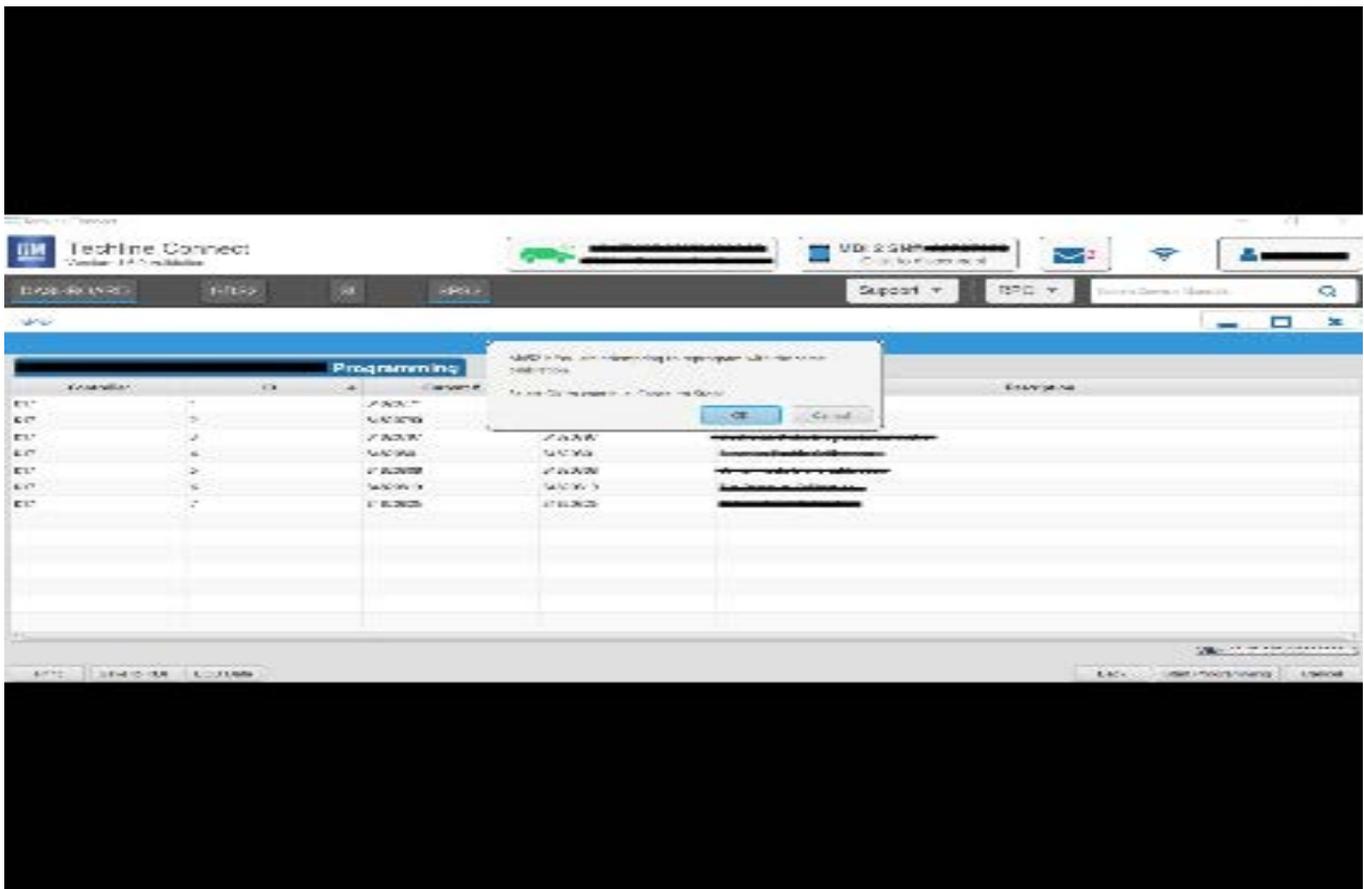
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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 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.

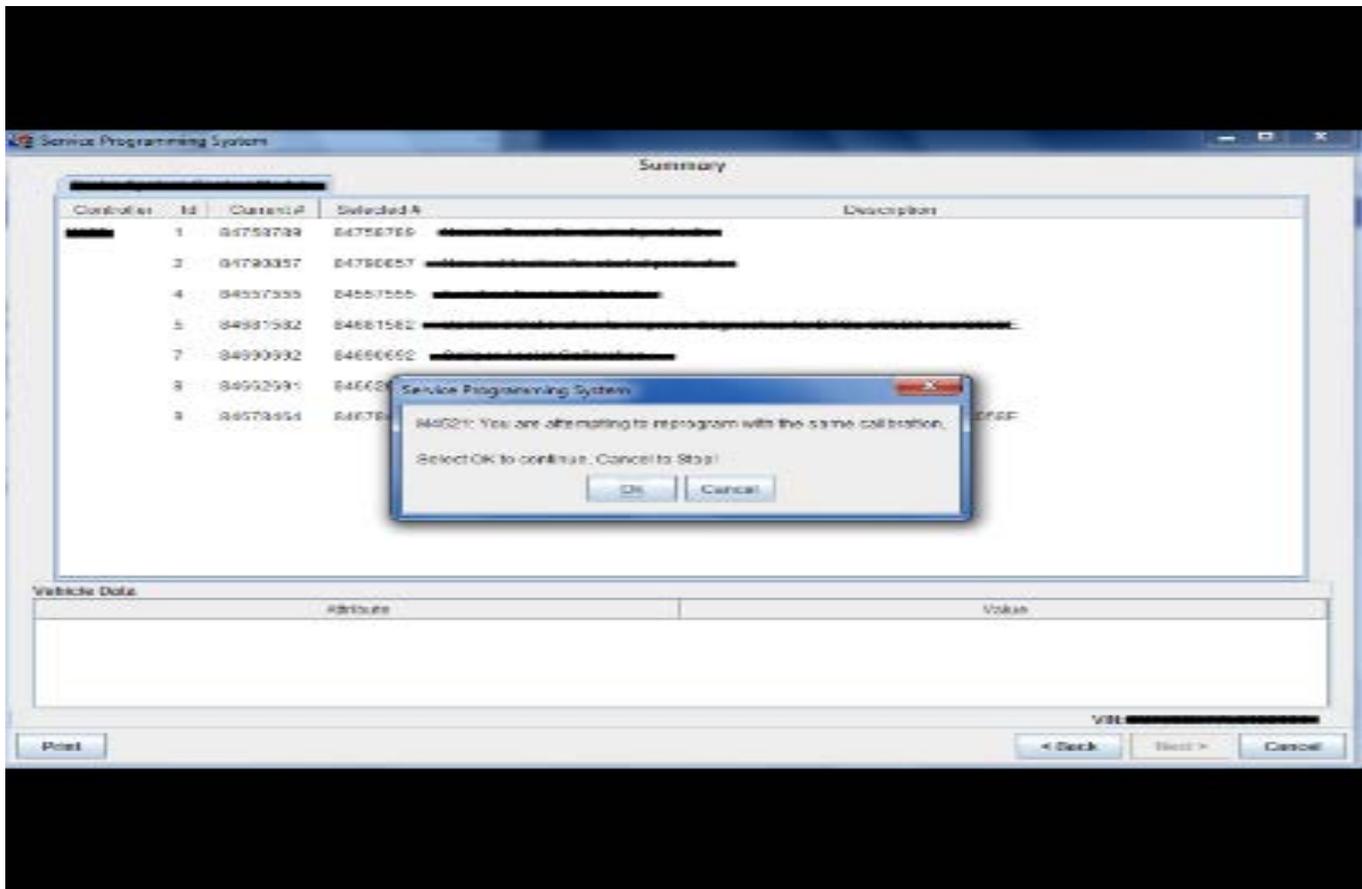
**Caution:** Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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

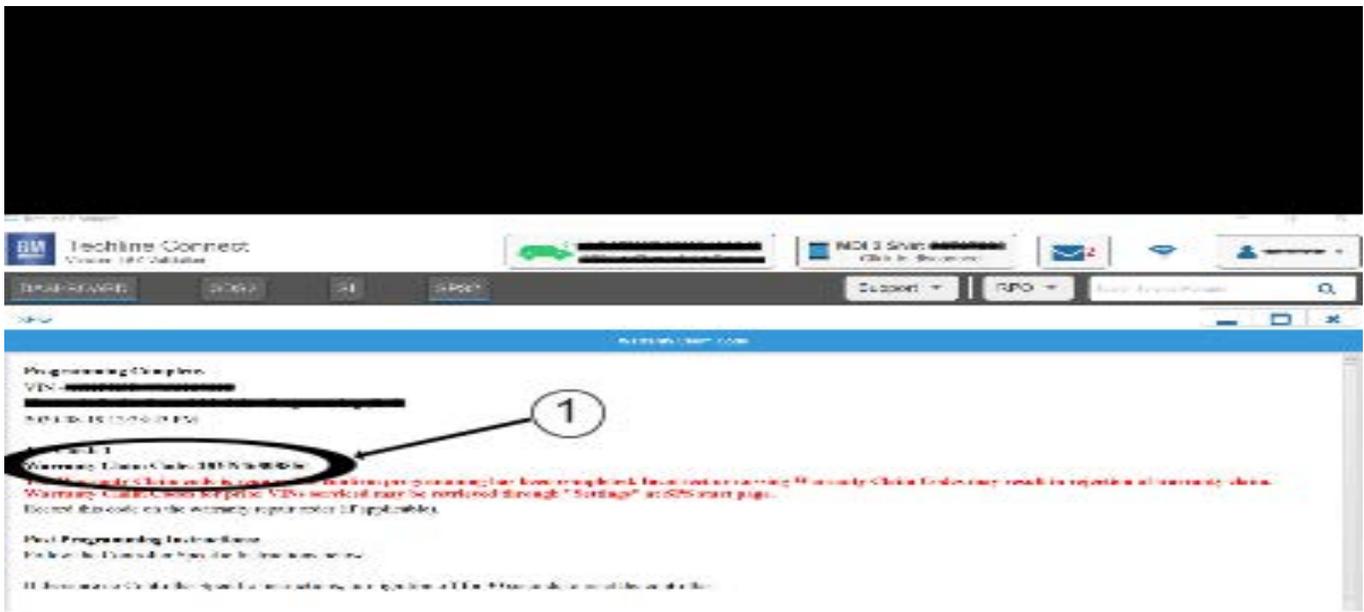
**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required.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

**Tip:** Tripping the door latch to closed status with the door open will allow exit of the vehicle during the programming process. Do NOT open the latch until programming is complete.

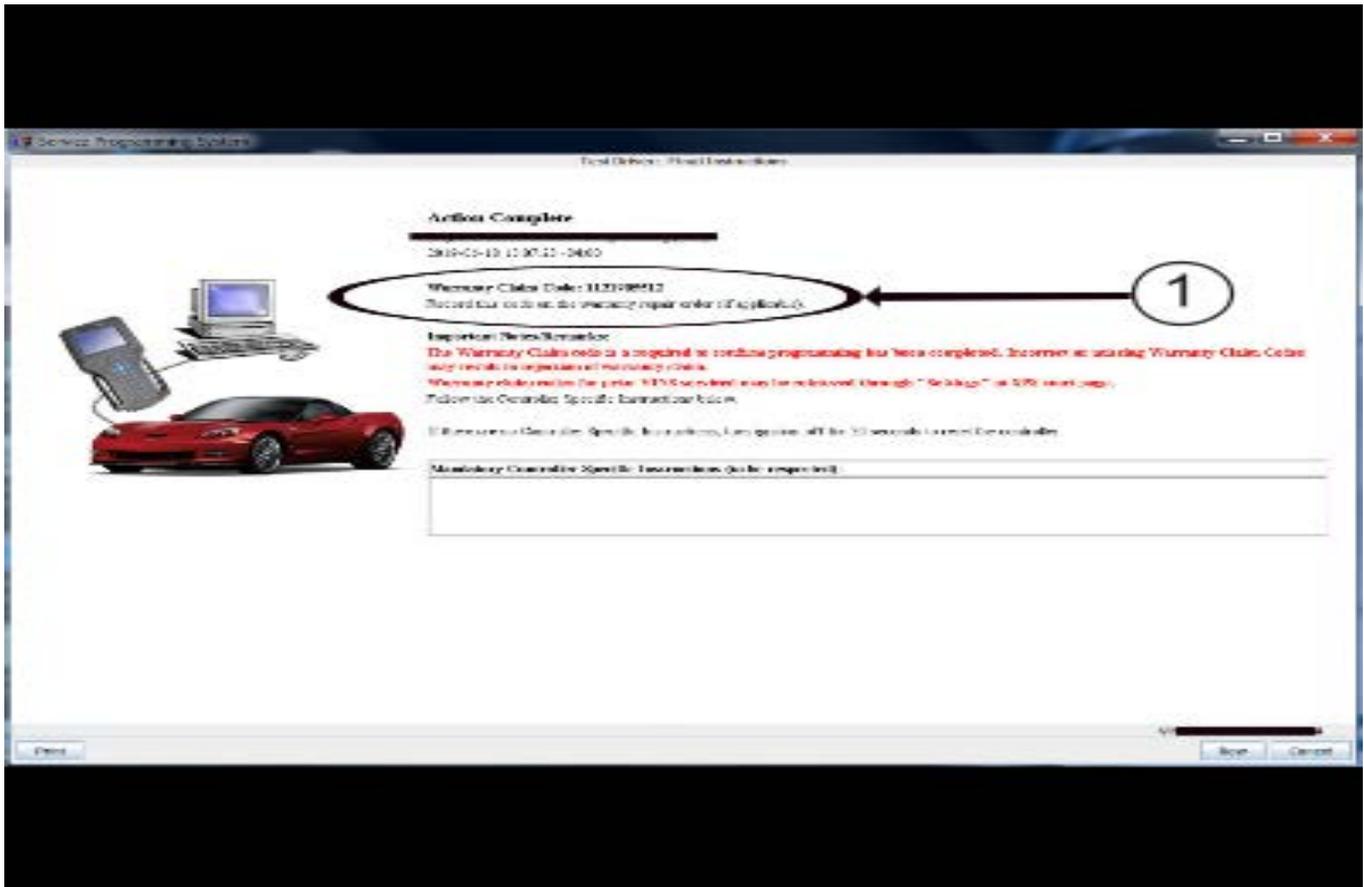
**Tip:**

- Once the USB update is initiated, there is no need to monitor the progress.
- If an Infotainment over the air (OTA) update is present in the radio Updates menu, check for and reference any applicable field action bulletins first.

- 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.
1. 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 U157 or greater then stop, this bulletin does not apply.
    - If the build number is less than U157, proceed to step 2 to update the radio software.
  2. Reprogram the A11 Radio software via USB. 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 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
2887408*	Radio Module Reprogramming with SPS/ USB for U157	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 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 June 21, 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, DO NOT 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.



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