



# Service Bulletin

Bulletin No.: 22-NA-127

Date: June, 2022

## TECHNICAL

**Subject: Radio Software Version V160 Update**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2022	2022	—	—	—	—
	Encore GX	2021					
	Envision (excluding China)						
Cadillac	CT6 (excluding China)	2021	2022	—	—	—	—
	XT4 (excluding China)						
	XT5 (excluding China)						
	XT6						
Chevrolet	Bolt EV	2022	2022	—	—	—	—
	Blazer	2021	2022				
	Camaro						
	Corvette						
	Equinox	2022	2022				
	Malibu	2021	2022				
	Silverado 1500	2021	2021				
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
	Trailblazer	2021	2022				
Traverse	2022	2022					
GMC	Acadia	2021	2022	—	—	—	—
	Sierra 1500	2021	2021				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
	Terrain	2022	2022				
	Yukon	2021	2021				
	Yukon XL						

<b>Involved Region or Country</b>	North America, Europe, Russia, Middle East, Israel, Palestine, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand, Australia/New Zealand
<b>Additional Options (RPOs)</b>	Vehicles equipped with Infotainment system RPO IOS, IOU or IOT
<b>Condition</b>	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas. V160 contains over 35 improvements. Refer to V160 Most Notable Improvements section below.
<b>Cause</b>	The cause of the condition may be software anomalies.
<b>Correction</b>	A new radio software update, version V160, was released to service for vehicles equipped with Infotainment system RPO IOS, IOU or IOT. In addition to providing general robustness and stability enhancements, this update includes all enhancements from previous software version releases.

**Important:** Some technicians are reporting that the radio remains on an older software version after the radio displays the software update completed successfully. It is important to ensure that the technician is inspecting the full information found within Build Number and 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 may begin with a letter other than "V" but this is NOT the software version and is not unique to the 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 V160 (or numerically higher/lower if a different version is installed).

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

### V160 Most Notable Improvements

Most notable improvements contained in this release may include:

#### Apps

- During a phone call, display may show Handsfree mode when phone audio is actually coming from handset
- Home screen may freeze after ending a call
- The Phone app may not launch after a Factory Reset and when calling a short number with a symbol (such as an extension or bridge line)
- When using dialer and the infotainment control switch, there may not be a focus box on the X which inhibits ability to close a notification
- Long press of a number on the dialer may cause inconsistent Contacts list
- Favorites overlay may not appear correctly
- Favorites may display contact numbers for songs or maps
- The Climate Off popup may not appear when pressing the Power button
- Audio may stop when transitioning from Rear Media app to Audio app
- Audio app may freeze and re-launch when entering the Audio app
- Trailing app graphics may not be correct

#### Bluetooth

- The Phone book may not complete its download
- The instrument cluster may not display a progress bar while radio does when downloading/synchronizing the phone book

#### Instrument Cluster

- Voice Recognition text may be truncated on instrument cluster display
- PDR Auto-Record popup text and format may not be scaled for the 10" display

#### Energy

- Energy app departure time may display incorrectly
- Energy app Rate Period screen layout may shift to the right when using 24-hour format
- Energy app may crash after entering the Rate Schedule Type screen, change a value, and exit

#### Over the Air (OTA)

- When country code is China, the system may not send WiFi "up" status for OTA

#### Projection

- CarPlay - When connecting a password-protected iPhone with USB for the first time, the cancel button on the "Unlock your iPhone" screen may not return you to the home screen

#### Settings

- May not be able to stop some apps, or apps may not disappear after stopped when in the Running Applications page
- "Mode Changes Not Applied" may pop up even though User made no changes
- (Non-GMNA) Display may show "Data Services" for regions that do not support the feature
- OnStar may not appear in the main menu of the Help screen
- OnStar text may not be aligned in the voice recognition help menu

#### System

- Radio may seem to boot slowly
- Black screen with only navigation bar may occur in non-Guest User Profiles with security set
- Blank/black radio display screen may occur

### Translations (Non-GMNA)

- Energy app may have incorrect Korean translations or text misalignment
- OnStar app language may not follow the selected System language
- OnStar may not translate to Chinese in the VR help screen
- Rear Seat Infotainment (RSI) rear media app may contain translation errors for several languages
- Settings descriptions may have been translated incorrectly
- “Inactive” and “PTM Inactive” may not translate to the selected language
- Popup for “Service Mode Unavailable” may not translate to the selected language
- PDR Auto-Record popup may only appear in English instead of selected language

### Service Procedure

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

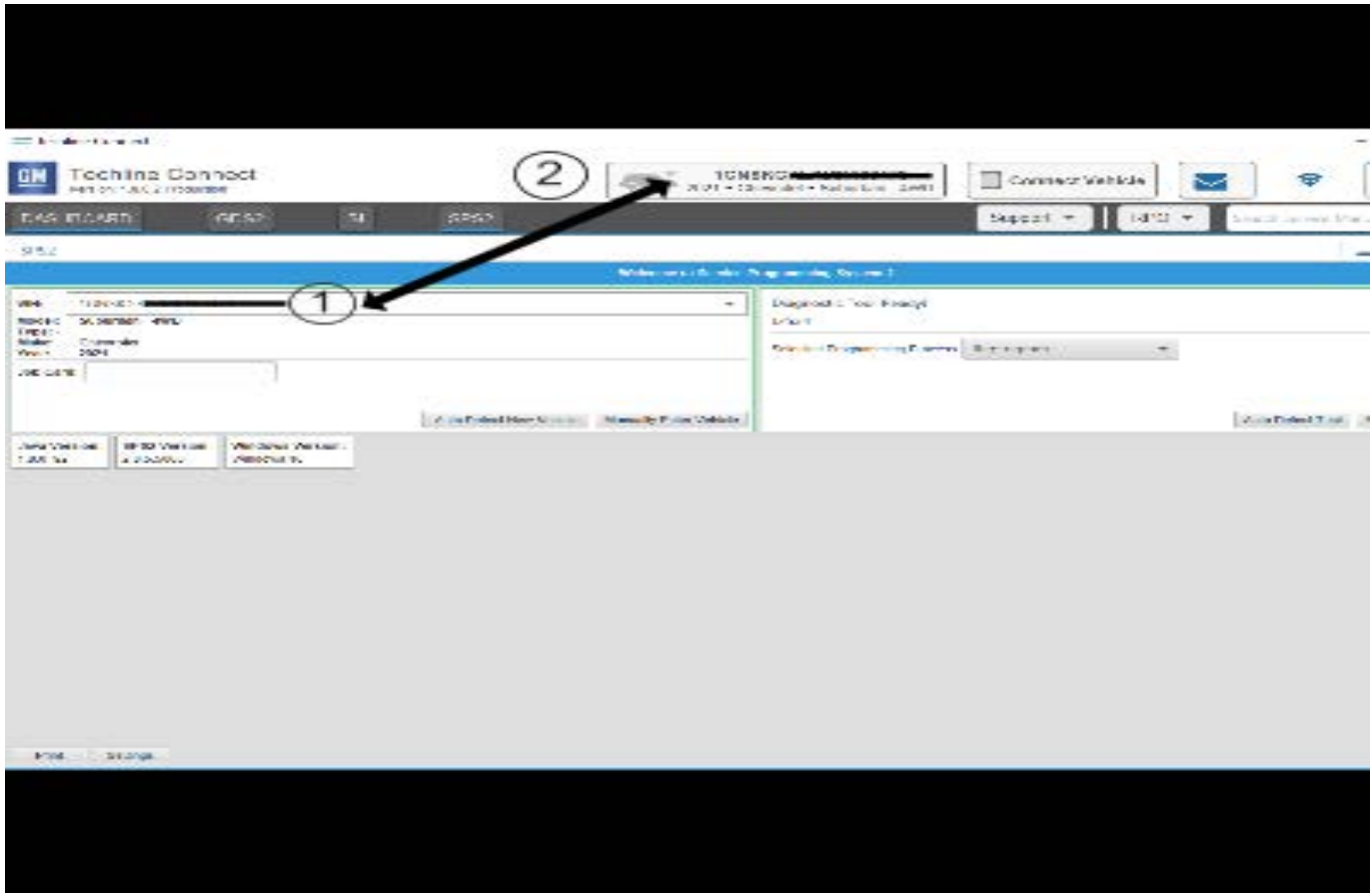
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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.

**Important:** The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

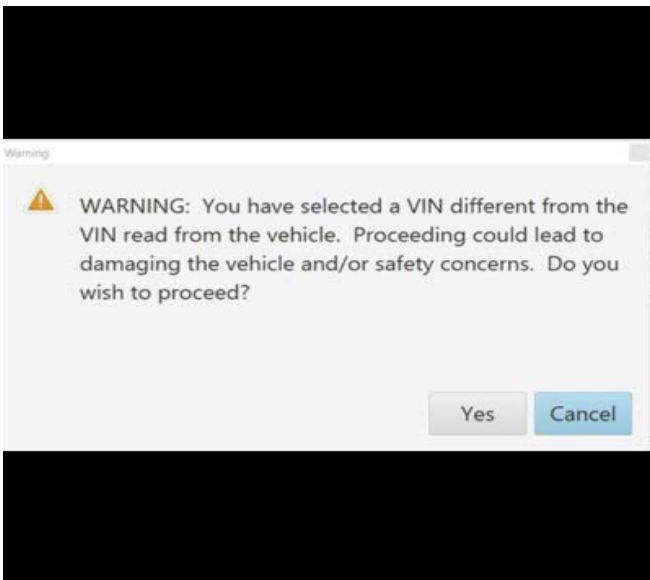
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

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

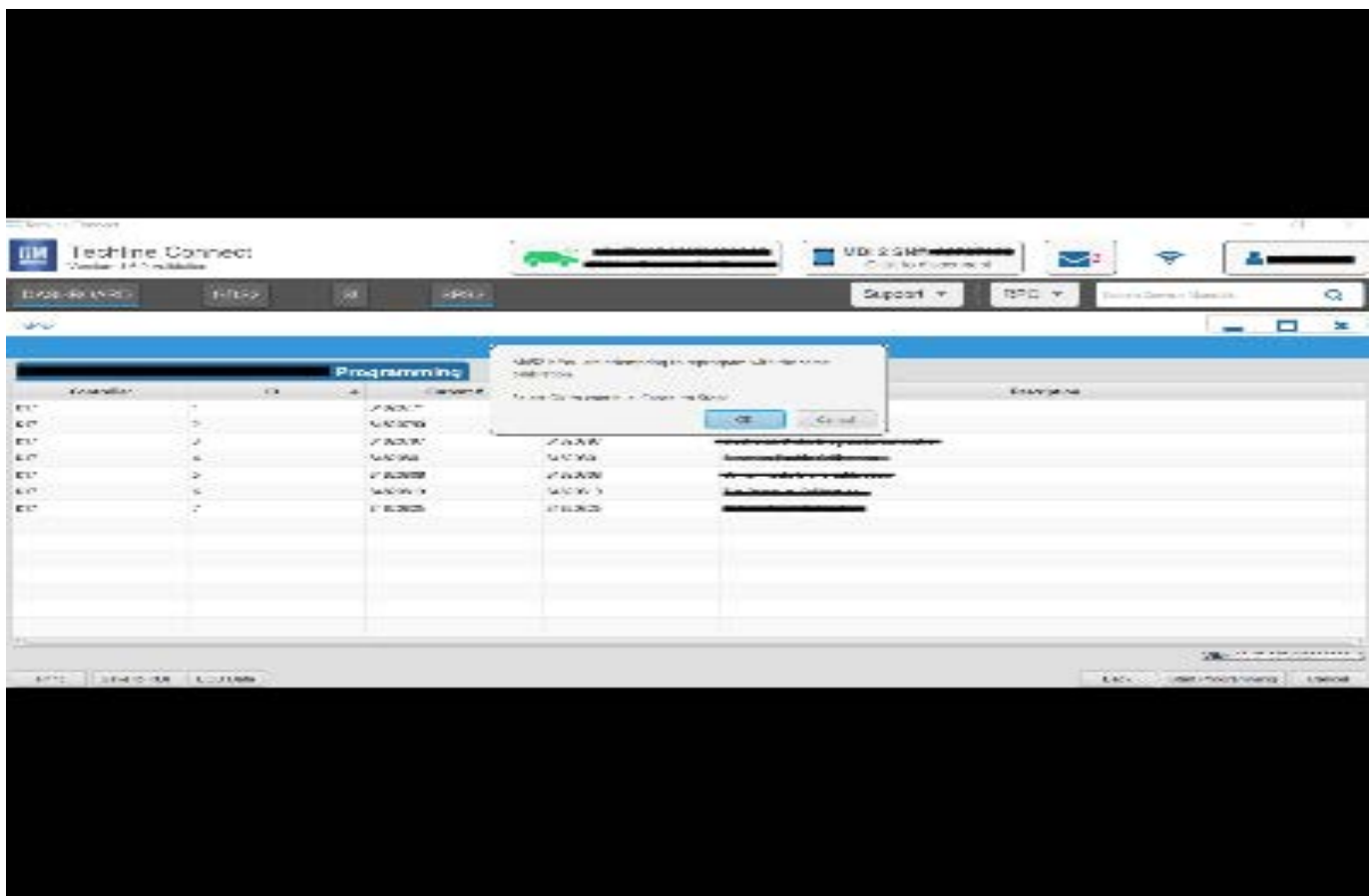


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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.



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**Important:** Techline Connect screen 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. Document the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

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 V160 or greater, this bulletin does not apply.
    - If the build number is less than V160, proceed to Step 2.

**Tip:** Once the USB update is initiated, there is no need to monitor the progress.

- 1.A.
  - 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.
- 1.B.
  - 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. Reprogram the A11 Radio via USB. Refer to *A11 Radio: Programming and Setup in the Service Manual*.



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**Note:** The screenshot above is 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.

3. Record the 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
2888778*	Radio Reprogramming with SPS/USB for V160 Update	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 Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start 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	1
Modified	Released June 24, 2022

