# TECHNICAL

**Subject:** Radio Resets or Reboots and May Display myBrand Splash Animation

> **This bulletin replaces PIT5790C. Please discard all versions of PIT5790.**

| Brand: | Model: | Model Year: | | Build Date: | | Engine: | Transmission: |
|---|---|---|---|---|---|---|---|
| | | from | to | from | to | | |
| Cadillac | CT6 | | 2019 | All VINs starting with LSG | | — | — |
| | CT6 | 2019 | 2020 | All VINs starting 1G6 | | | |
| | XT4 | | 2019 | — | — | | |
| Chevrolet | Blazer | 2019 | 2019 | — | — | | |
| | Camaro | 2019 | 2019 | | | | |
| | Colorado | 2019 | 2022 | SOP | March 2022 | | |
| | Equinox | 2019 | 2021 | — | — | | |
| | Malibu | 2019 | 2020 | | | | |
| | Silverado 1500 (New Model) | 2019 | 2019 | | | | |
| | Volt | 2019 | 2019 | | | | |
| GMC | Acadia | 2019 | 2019 | — | — | | |
| | Canyon | 2019 | 2022 | SOP | March 2022 | | |
| | Sierra 1500 (New Model) | 2019 | 2019 | — | — | | |
| | Terrain | 2019 | 2021 | | | | |
| Holden | Acadia | 2019 | 2019 | — | — | | |
| | Equinox | 2019 | 2020 | | | | |

| | |
|---|---|
| **Involved Region or Country** | North America, Europe, Russia, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand, Australia/New Zealand, Egypt, Africa |
| **Additional Options (RPOs)** | Equipped with IOS, IOU, or IOT |
| **Condition** | Some customers may comment that at times, possibly when changing the radio volume, that the radio resets or reboots itself and that the myBrand Splash Animation (the animation that usually only occurs at startup) plays. |
| | Other symptoms that may occur immediately prior to the reboot might include an echo in a Bluetooth phone call that eventually drops the call to the handset, or the radio may be non-responsive to touch or hard button inputs. |
| | This condition seems to occur much more frequently while CarPlay is in use, but a reset can also occur outside of CarPlay use, and on rare occasions with other device brands, or with no device connected. |
| | While the condition is very intermittent and difficult to reproduce, when this condition occurs it will almost always end in the radio doing a hard reset or reboot resulting in the splash animation playing again. |

| Cause | The condition may be induced by externally connected devices or by software anomalies |
|---|---|
| Correction | Reprogram the radio via USB. This radio software update, version V809, includes all enhancements from previous software version releases. |

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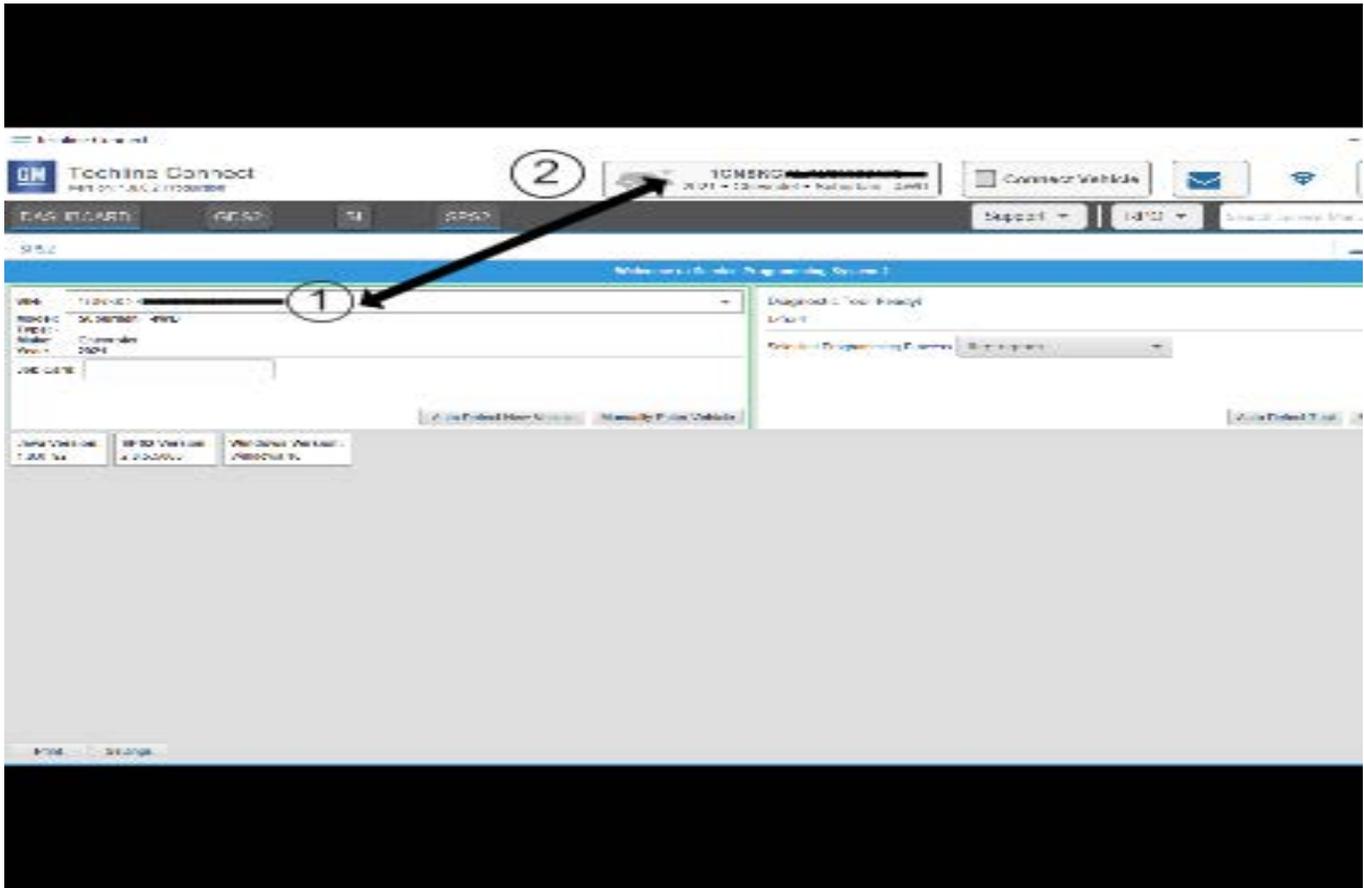
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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 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.

- 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.
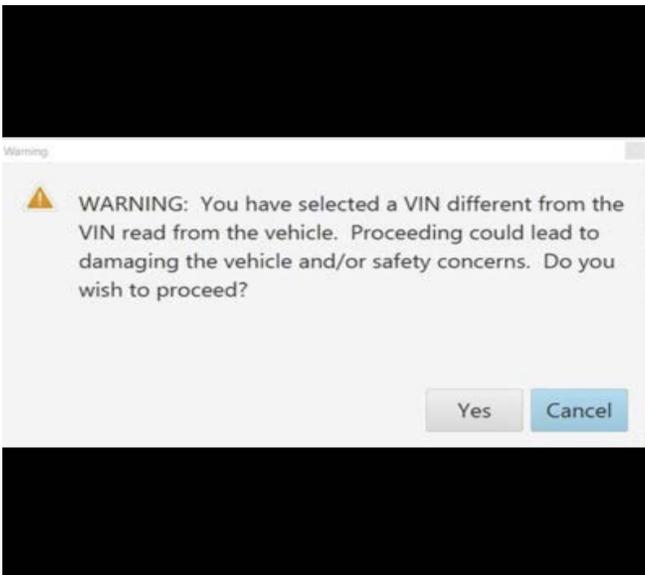
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.

- 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.
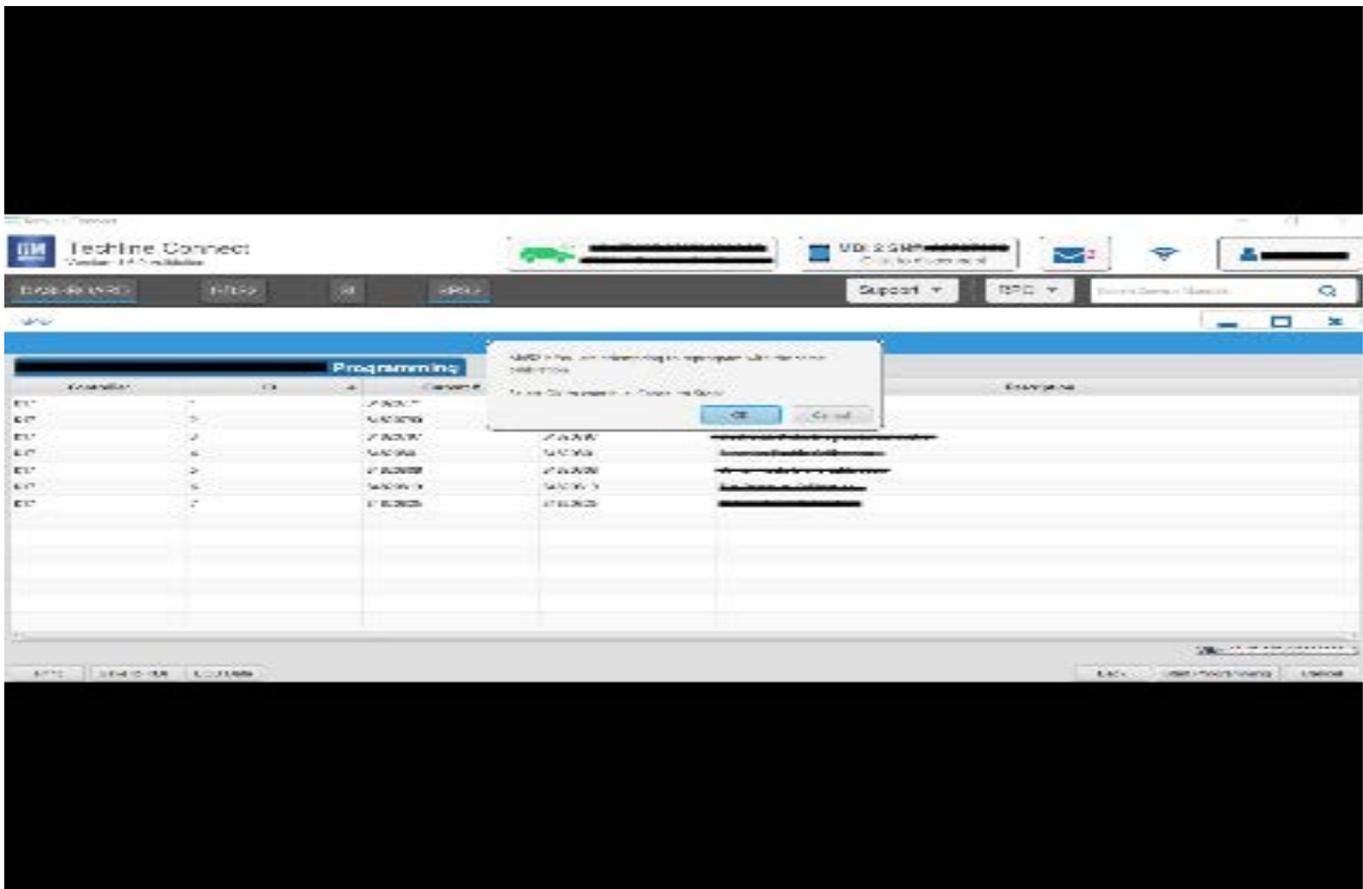


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**Important:** If the vehicle VIN DOES NOT match, the message below will be shown.



Warning

⚠ WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?

Yes      Cancel

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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.

**Note:** A hard reset is when the radio shuts down and reboots displaying the myBrand splash animation (just as the radio does when the ignition is first turned on). Similar, but unrelated symptoms could occur with a soft reset. Those may not be related to this bulletin. A hard reset occurs quickly, generally in a matter of seconds, not lasting longer than one minute. A soft reset occurs when the radio seems to shut off, but resets to the previous display page. It may show a scrolling circle as it resets, but it will not show splash animation in a soft reset.

1. Verify the radio software version is V808 or less. On the radio, select Home > Settings > About > Build Number.
   - If the Build Number is V809 or greater then stop, this bulletin does not apply.
   - If the Build Number is less than V809, proceed to Step 2.

**Tip:** Keep the doors closed during programming, otherwise an error could occur. 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.

2. Reprogram the radio software via USB. Refer to *A11: Radio Programming and Setup* in SI.

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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 |
|---|---|---|
| 2888428* | Radio Module Reprogramming with SPS/USB for V809 | 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**



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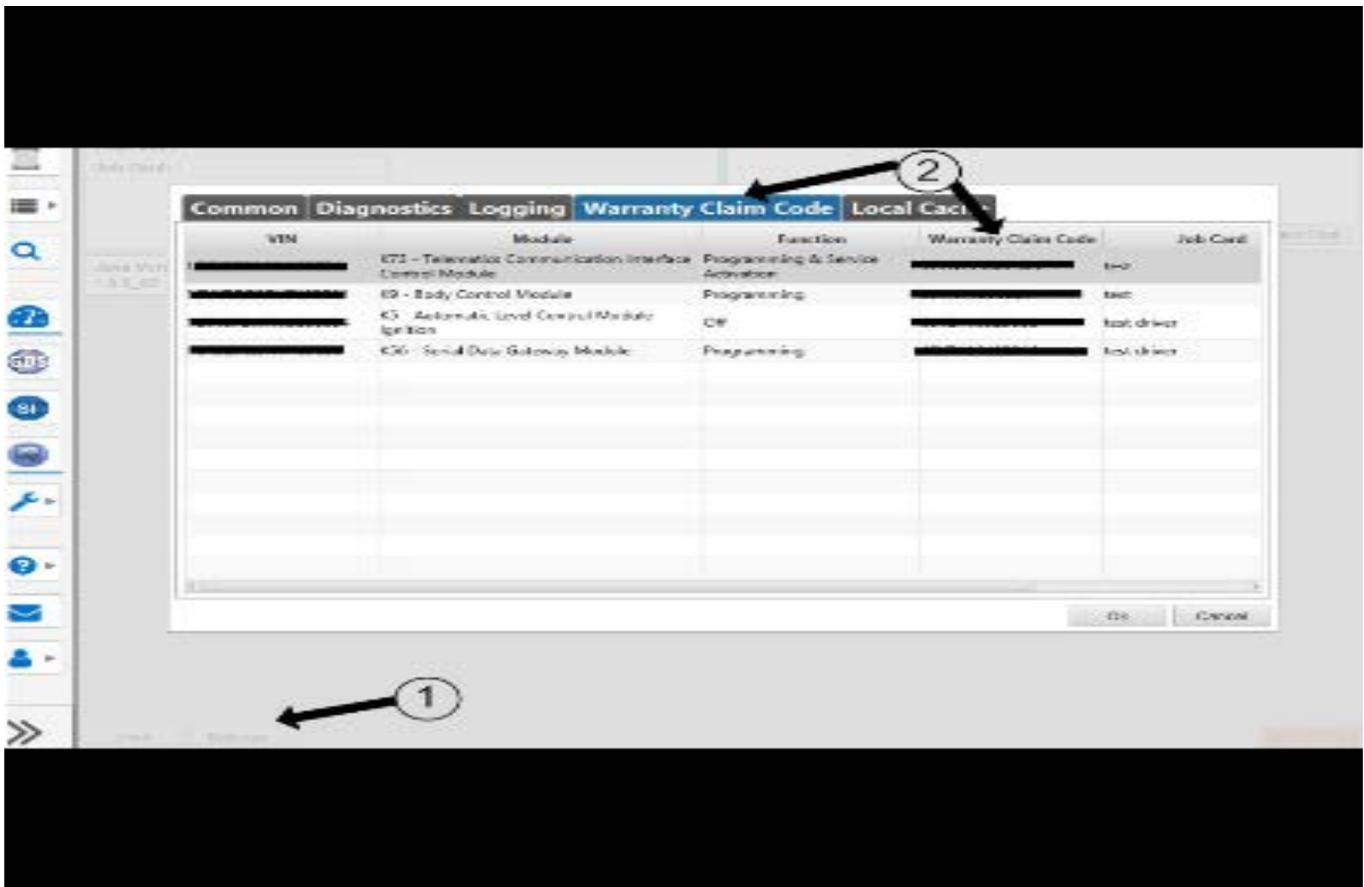
If the Warranty Claim Code was not recorded on the job card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

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 February 08, 2022 |
| | Revised August 02, 2022 – Added Breakpoint Date for Chevrolet Colorado and GMC Canyon, first Important statement under Service Procedure, updated programming information and added a graphic under Warranty Claim Code Information Retrieval. |

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