TECHNICAL

Subject: Radio Software Version V808 USB Update

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2019	2019	All VINs starting with LSG		All	All
	CT6		2020	All VINs starting with 1G6			
	XT4		2019	—	—		
Chevrolet	Blazer	2019	2019				
	Camaro		2019				
	Colorado		2020				
	Equinox		2020				
	Malibu		2020				
	Silverado 1500		2019				
	Volt		2019				
GMC	Canyon	2019	2020				
	Sierra 1500		2019				
	Terrain		2020				
Holden	Acadia	2019	2019				

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, Other Africa
Additional Options (RPOs)	Equipped with Infotainment RPOs IOS, IOT or IOU
Condition	Some customers may comment on software issues. A continuous improvement software update is being released with updates made on the following areas: • Rear Seat Infotainment (RSI) • HVAC • Bluetooth • Voice Recognition • general system improvements Most notable improvements include: • RSI system (RPO UWG) front display screen will show a black screen and/or a poor distorted image while playing rear video to the front while in Park • Phone contacts are unavailable and will not retry download • RSI audio may intermittently stop after a navigation prompt • Android Auto audio drops for approximately one second • The Multifunction Controller (MFC) could change the AM frequency in the background of the Bluetooth audio page • The navigation system will lose the street number in five minutes when the destination was entered using a myBrand app • While CarPlay is in use, an OnStar Advisor call is active, and a user changes many apps then ends the Advisor call, the radio display may go black

	• In porch / summary screen, the navigation highlighted exit route appears on display after missing the exit
	• Super Cruise voice prompt to take the wheel may not play. Super Cruise disabled until next ignition cycle
	• Cannot hear OnStar advisor if CarPlay incoming call session is active
	• Incorrect French and Spanish translations for Ionizer
	• (Non-GMNA regions) When receiving an incoming call, the incoming call popup on the head up display (HUD) flashes and disappears
	• (Non-GMNA regions) During the first connection to CarLife on iPhone device, the CarLife page displays a black screen
	• (Non-GMNA regions) The HUD does not display a contact name in Chinese when Bluetooth phone answers or receives a call
	• (Non-GMNA regions) Korea has a Latin keyboard instead of a Swipe keyboard
	• (Non-GMNA regions) Mismatch in rear seat climate control / fan speed
	• (Non-GMNA regions) OnStar, OnStar Services, Climate, and Apps icon are displayed on the Home page
Cause	The cause of the condition may be software anomalies.
Correction	Reprogram the radio via USB. This radio software update, version V808, includes all enhancements from previous software version releases.

Service Procedure

(AU & NZ region only) Please refer to Service Bulletin 19-NA-010 for further details on ALL programming requirements.

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 for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply (N/A for AU & NZ regions). 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.

- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc.

- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/ Maintenance (I/M) system status indicators to NO.
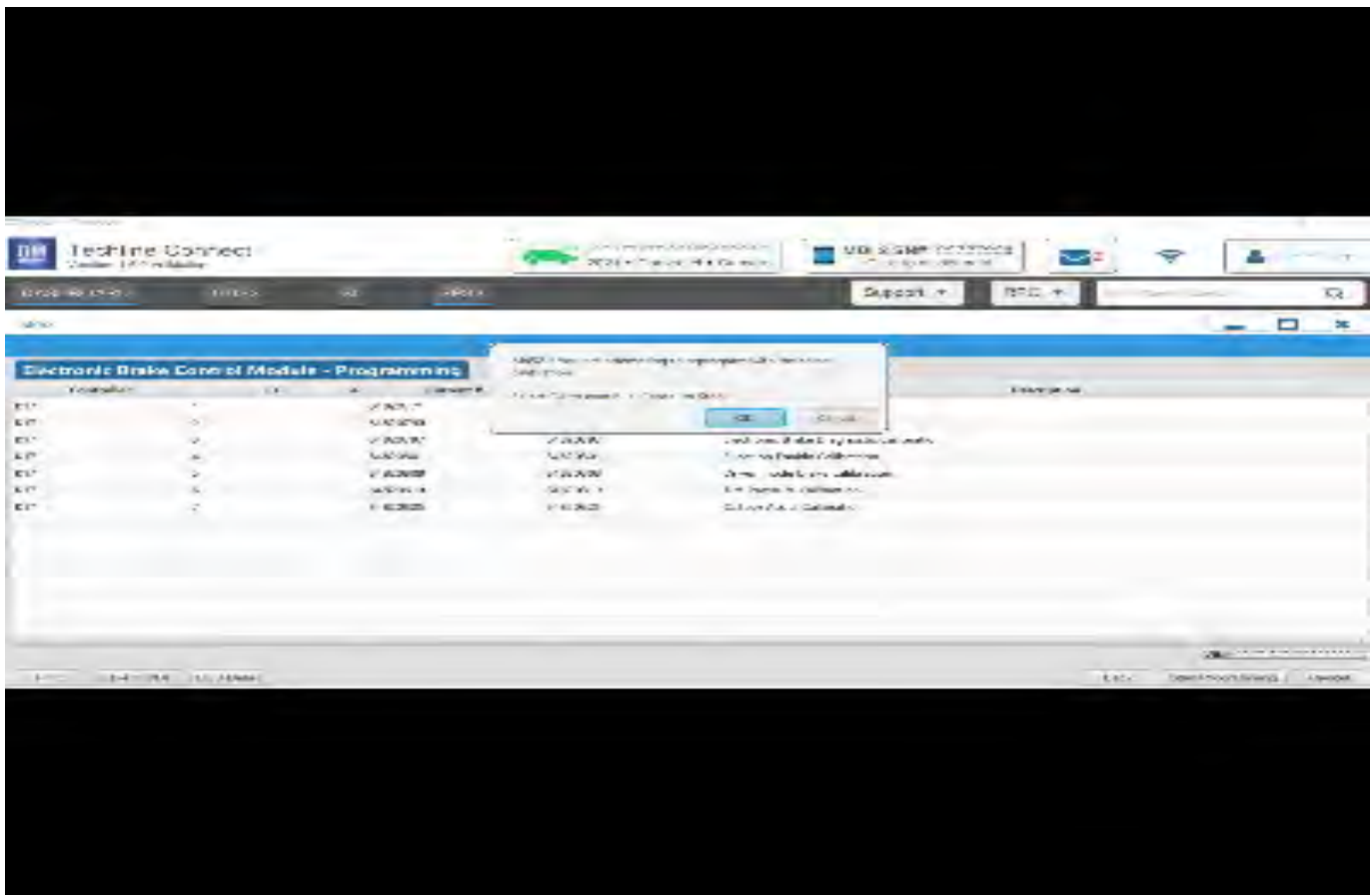
5644477
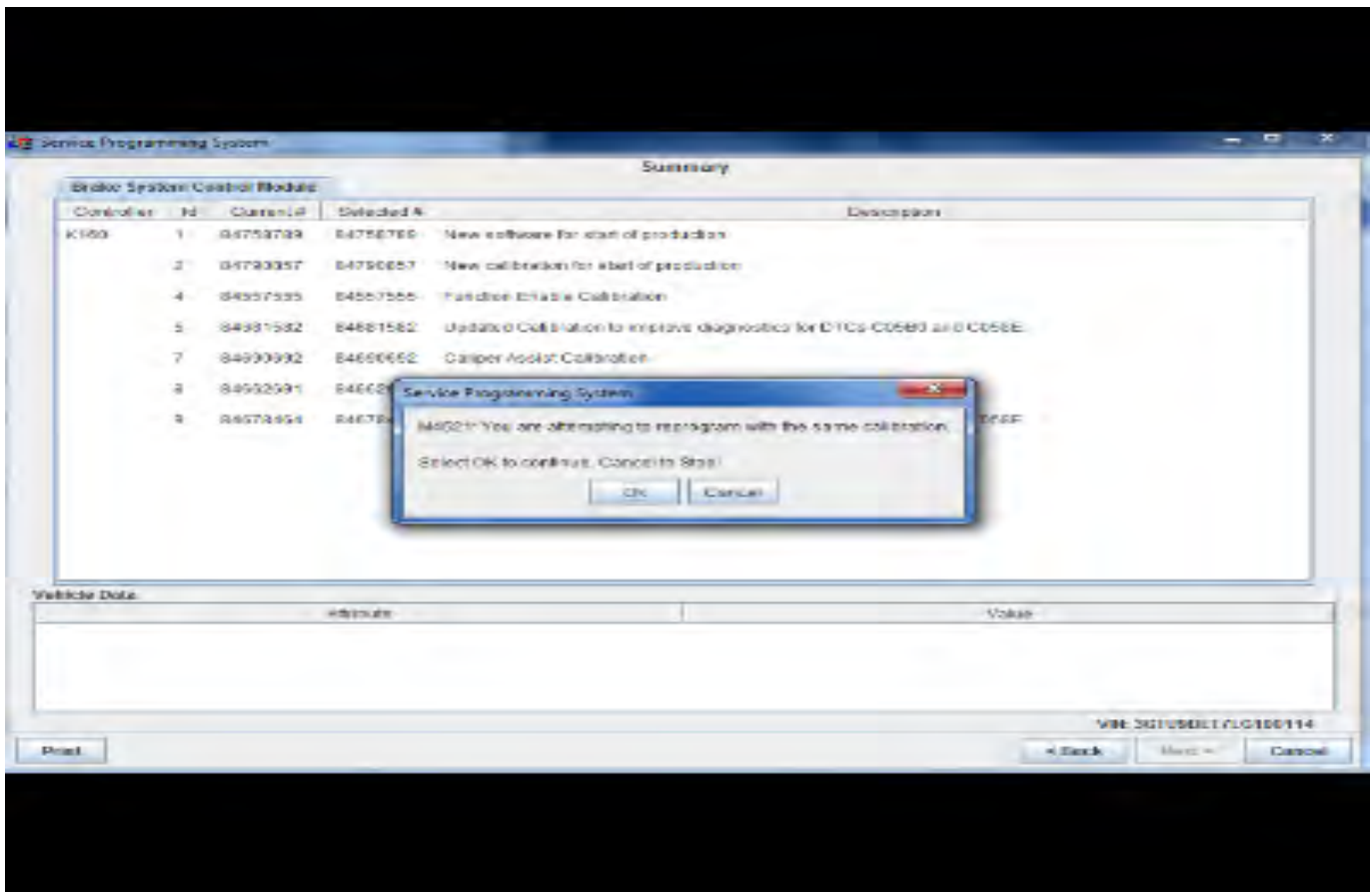
5431207

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.

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

5644478
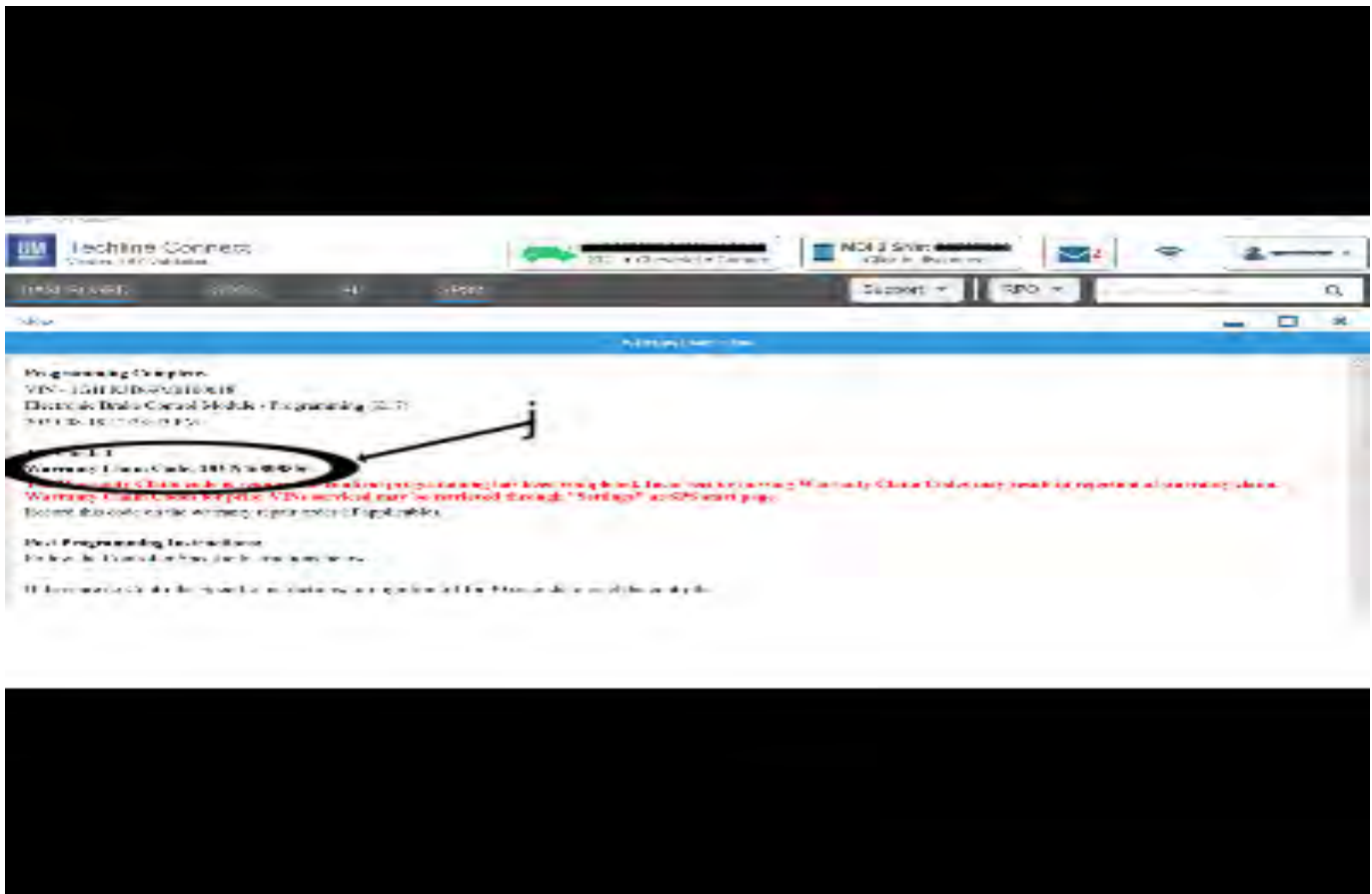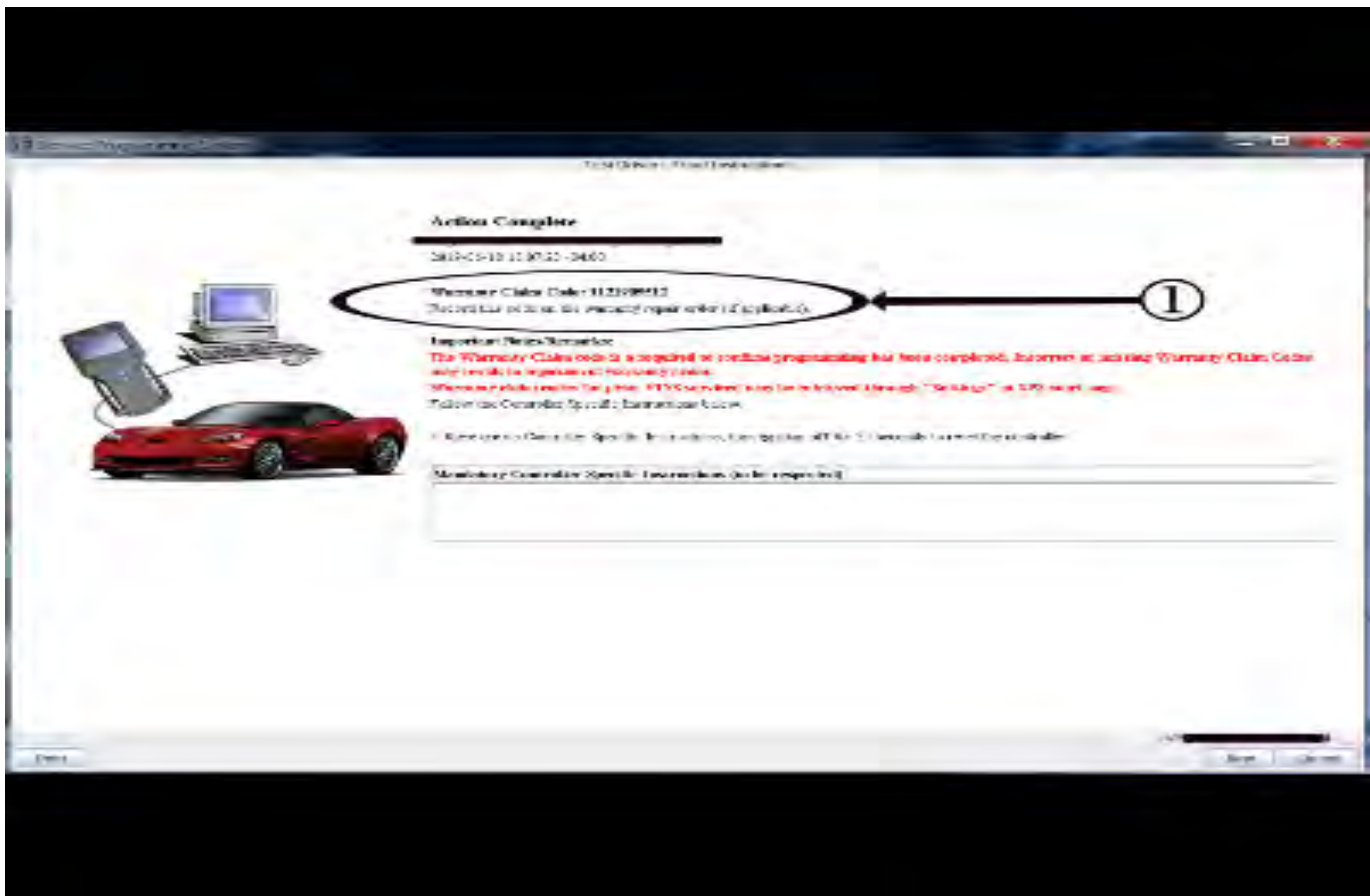
5431209

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.

2. 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
2886988*	Radio Module Reprogramming with SPS/ USB for V808	0.3 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 SPS 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:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/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 August 28, 2020