TECHNICAL

Subject: Radio Software Version V153 Update

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2021	2021	—	—	—	—
	CT5						
Chevrolet	Suburban	2021	2021				
	Tahoe						
GMC	Yukon	2021	2021				
	Yukon XL						

Involved Region or Country	North America, Russia, Middle East, Israel, Palestine, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Korea, Thailand
Additional Options (RPOs)	Equipped with Infotainment System IOS, IOU or IOT
Condition	Some customers may comment on software issues. A continuous improvement software update was released with updates made in several areas. There were two updates released in Production very close to each other. At the time of initial bulletin publication, the most current software version available to service was V153. Some vehicles may have been manufactured with a software version of V152 or less, while newer vehicle builds may have been produced with V153. This service bulletin covers the V153 release. As always, the most current release includes all enhancements from previous software version releases. V153 contains over 100 improvements. Refer to V153 Most Notable Improvements section below.
Cause	The cause of the condition may be software anomalies.
Correction	This update can occur remotely through an Over-the-Air (OTA) update to the radio module. 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 some fleet customers may need the dealer to reprogram the A11 radio module. A new radio software update, version V153, 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 V153 (or numerically higher if newer versions were released and installed).

V153 Most Notable Improvements

- **Automated Mapping Module**
  - (Non-GMNA) Does not connect to server in China
- **Advanced Parking Assist**
  - Screen freezes when searching for a parking spot
  - Message to apply parking brake appears at incorrect time
- **Audio and Media**
  - When navigation prompt is playing and user attempts to adjust volume, the Audio volume adjusts instead
  - Switching from Bluetooth streamed audio to an OnStar call, the Bluetooth audio volume increases for a short time before the OnStar ring tone is heard
  - Radio may not switch to selected Favorite
  - Improve vehicle graphics in Fade/ Balance page
  - Forward/Skip hard buttons change source while listening to SXM
  - Loss of radio audio for entire drive cycle, chimes still function
  - Unable to complete indexing of media when using iPhone as a USB playback device (not in CarPlay)
  - (Non-GMNA) iPhone using Baidu CarLife may display connection status incorrectly
- **Energy App**
  - Improve Energy History graph display
  - Incorrect Battery Gauge state of charge
  - Improve main charging screen functionality
  - Bottom of Charging setting pull down is not displayed
  - Must press Save twice for Delayed Charge, or when removing the Home location from Location Based Charging menu
- **HMI**
  - Improve SuperCruise lane change customization
  - Improve multi-function controller interface
  - Message pops up to switch to V-Mode or My Mode
  - Device Remote Access has different font styles on the same page
  - Cellular signal status displayed in Non-Connected countries
  - Low resolution of startup splash animation
  - Improved Air Quality status bar behavior
  - Climate app has a delayed opening from the pop-up banner

- **IPC Interface**
  - Both Cancel and OK are highlighted when selecting an HD Favorite through steering wheel controls while HD is turned off
  - DIC displays "Loading" and the steering wheel controls are non-responsive if the other person ends the call as the user is opening the DIC phone menu
  - DIC menu flashes twice at times when scrolling through DIC media menus
  - Head Up Display (HUD) shows OnStar or Phone information overlapping displayed values
  - IPC Help information may not display properly
  - HUD continues to display OnStar call or Emergency call after the call has ended
  - HUD may not display song information playing through Android Auto
  - A comma in a Contact phone number may display as "ext." instead of "," in the DIC
  - IPC is missing graphic for MyMedia when MyMedia is playing
  - "Press Handset to switch call to phone" shows both options selected or deselected at the same time
  - "Press Handset to switch call to phone" may be truncated in display
- **Over-the-Air Update**
  - First attempt to install an OTA may fail, second attempt is successful but could cause a battery drain
  - Display may go black, flash, or back to the Update Available screen five seconds after selecting Install
  - Display shows update failed after pressing power button although update was successful
  - Display is black instead of showing Update Available screen
- **Rear Seat Infotainment**
  - Change text for Miracast and Bluetooth headphones to avoid confusion over functionality
  - Muted text is overlapping
  - Audio page shows "Unreadable Device" instead of "No Content Available
  - Screen flash at times when reconnecting a Media Transfer Protocol (MTP) device
- **Phone**
  - Apple device audio playback improvement
- **Sirius XM**
  - SXM Browse does not display "action unavailable while driving"
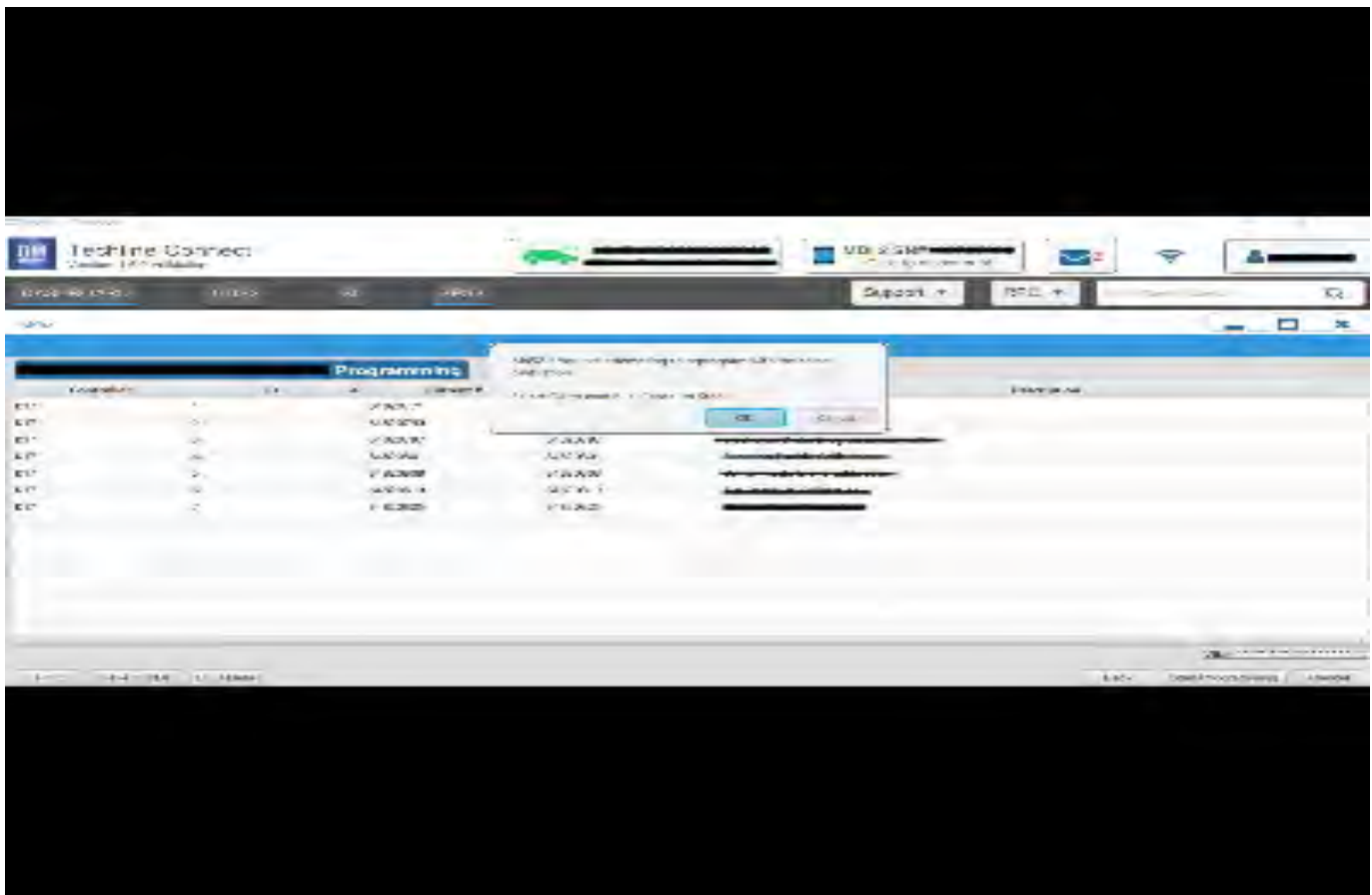
- **System**
  - Performance Data Recorder robustness enhancements
  - Cannot exit/unlock Valet mode
  - OnStar phone can be selected as Outgoing and Incoming phone in device manager
  - Radio displays incorrect driver mode control visualization screen
  - Drive mode popup displays when it is turned off
  - Rename Favorite page displays abnormally
  - Screen flashes when changing from Seat Massage to Home page
  - Radio using software V152 may freeze
- **Navigation**
  - HUD navigation arrows cut off
  - Korean street names truncated
  - Tight Turn and Next Turn text are in wrong locations
  - Missing some content in Highway mode
  - Main navigation menu still displays old route after using X in the destination detail view
  - Turn by Turn shows previous information after a stop during the trip
  - Day and Night theme may not switch properly at times
  - Missing lane guidance or turn arrow
  - Blank IPC during navigation
  - Setup Home does not appear after Terms and Conditions are accepted
- **Translation (Non-GMNA)**
  - Errors in Energy app translations
  - My Mode configuration title incorrect in Chinese
  - "Day" is missing from Energy-Charging Settings screen
  - Camera app did not translate "check your mirrors for safety" into Chinese
  - Settings did not translate "request denied" into Chinese
  - Consent pop-up did not translate "granting access allows %s to:" into Chinese
- **WiFi**
  - Home screen task bar does not display 4GLTE
  - Very rarely an external device can connect to WiFi but have no internet access
- **Wireless Projection**
  - CarPlay phone call changes behavior when using SuperCruise
  - Radio freezes during phone call

- Displays "contacts still loading" when using voice recognition
- No incoming call ring tone
- Switch to CarPlay, the radio and DIC show phone as Audio source, but radio is still playing previous audio selection (e.g. SXM)
- CarPlay display goes black when a call is ended
- CarPlay displays continuous "loading" circle, screen goes black, and/or phone does not connect
- CarPlay displays "Keyboard access limited" and will not load Google Maps destination
- CarPlay is unable to initiate a phone call from navigation POI
- Android Auto cuts off navigation prompts

Service Procedure

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. 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.
- 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.

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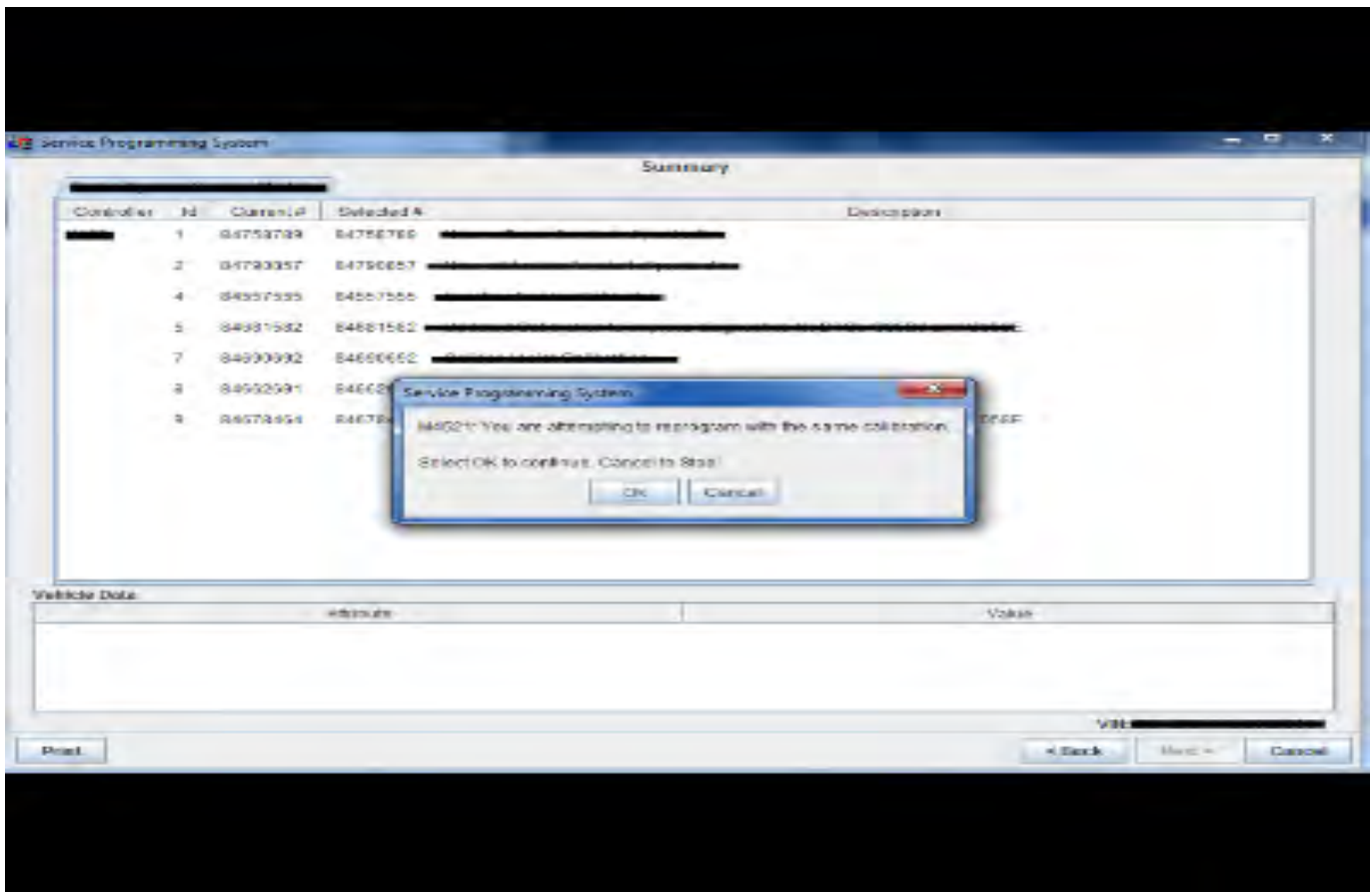
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Important: Techline Connect and TIS2WEB screens shown above.

Important: If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. Do NOT use the WCC with the warranty claim submission.

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. 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 V153, update the radio software.

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 via USB. Refer to *A11 Radio: Programming and Setup* in SI.

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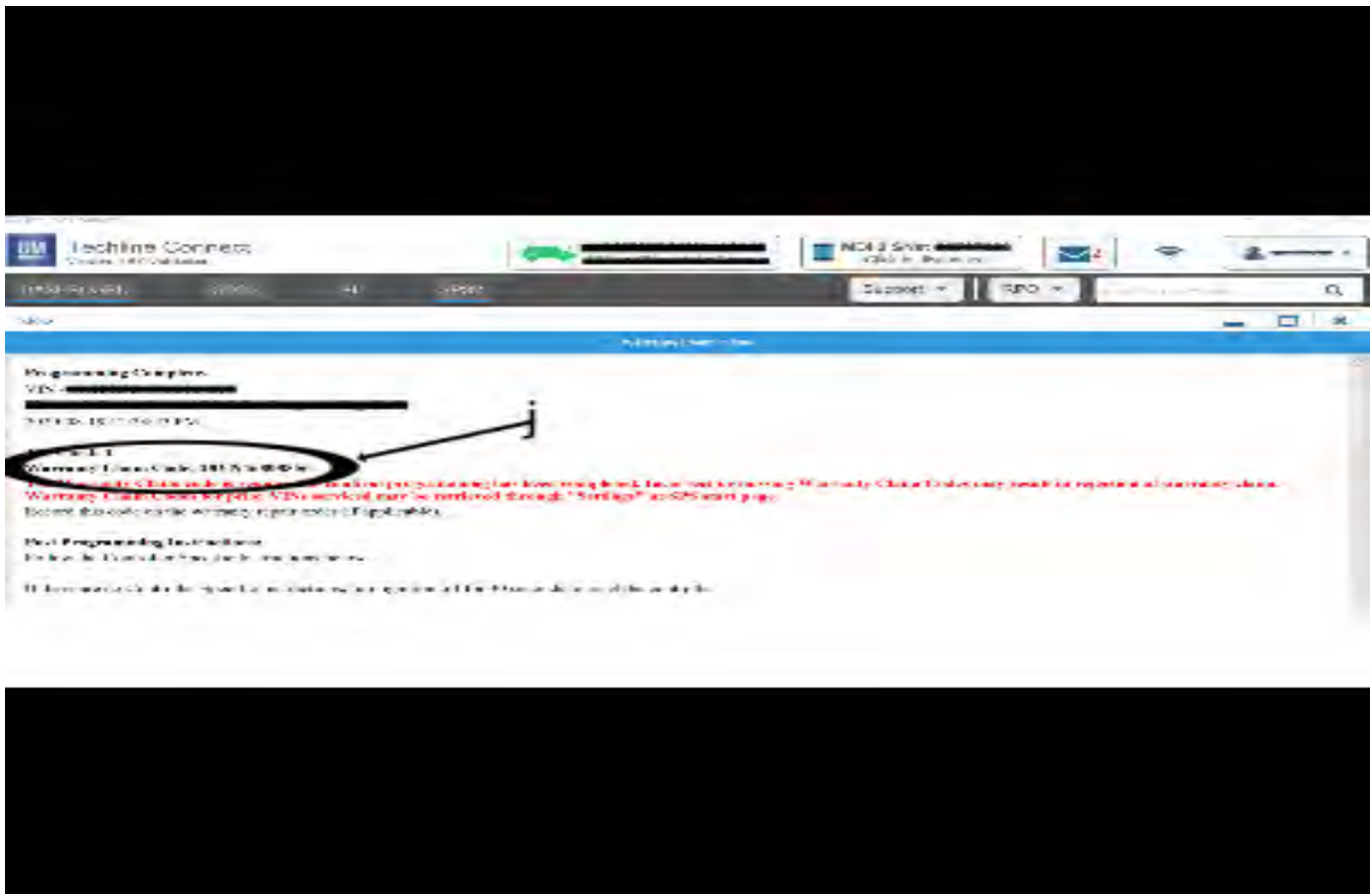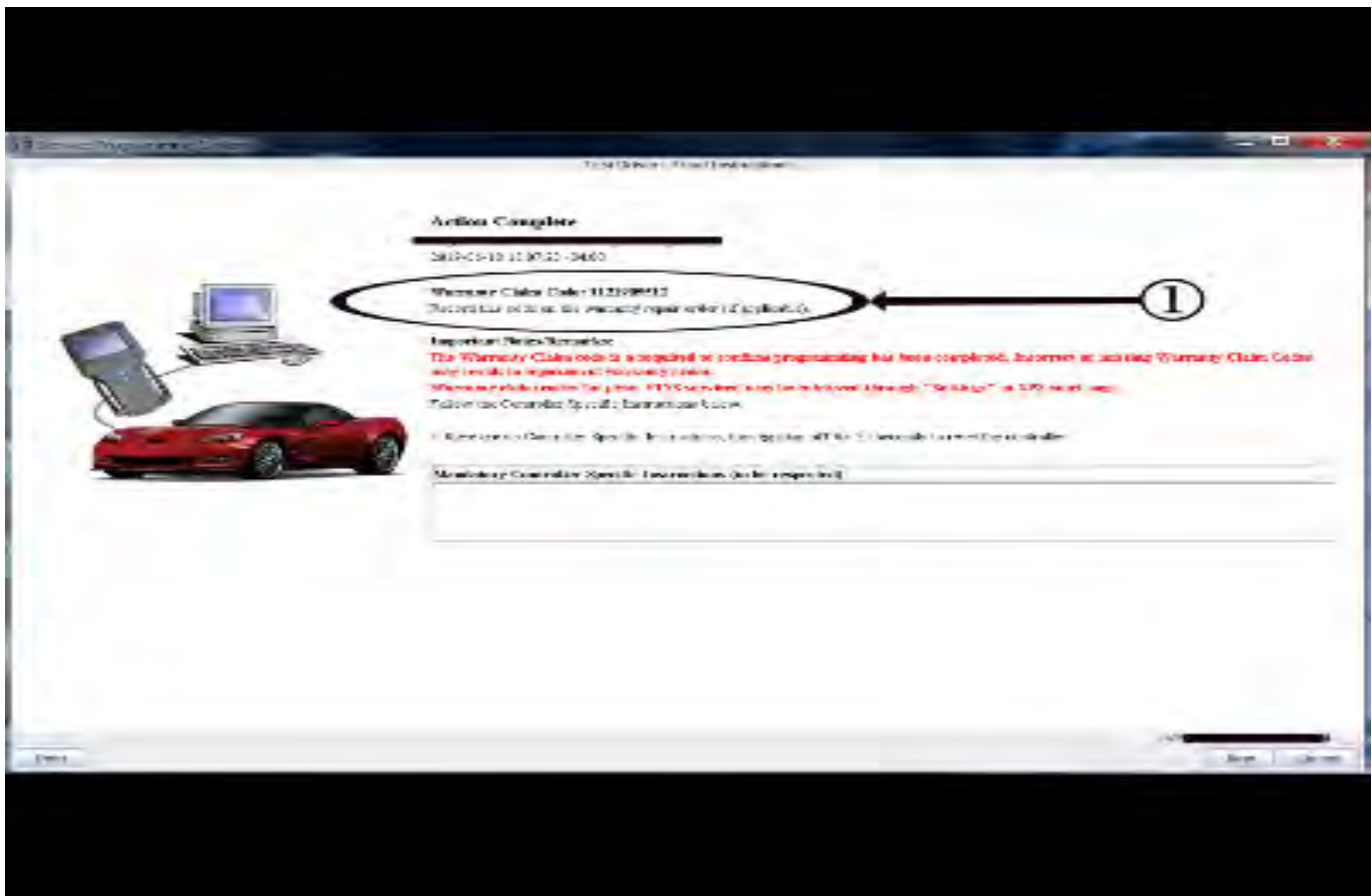
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Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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.

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
2887128*	Radio Reprogramming with SPS	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 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	2
Modified	Released December 23, 2020
	January 14, 2021 – This bulletin is being revised to indicate this update may occur remotely through an Over-the-Air (OTA) update to the radio module, removed Europe from the Involved Region or Country section and added a Tip for USB programming.