



Service Bulletin

Bulletin No.: 21-NA-117

Date: May, 2021

TECHNICAL

Subject: Radio Software Version GB108.2 Update

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT4	2020	2020	—	—	—	—
	CT5						
Chevrolet	Corvette	2020	2020				

Involved Region or Country	North America, Middle East, Israel, Cadillac Korea (South Korea)
Condition	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas. Refer to the Most Notable Improvements section below.
Cause	The cause of the condition may be software anomalies.
Correction	<p>A new radio software update, version GB108.2, is being released for vehicles equipped with Infotainment system RPO IOS or IOT, in addition to providing general robustness and stability enhancements. This update includes all enhancements from previous software version releases.</p> <p>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>

Tip: When determining whether this update will address a customer concern, it is important to understand what software is currently in the radio being diagnosed. Depending on the current radio software version, this GB108.2 update could resolve different concerns. *Example:* If current radio software version is less than GB106, it addresses all concerns listed in all three Most Notable Improvements sections. However, if current radio software version is GB107, then this GB108.2 update would only address the items listed in the GB108.2 section.

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

GB106 Most Notable Improvements

Most notable improvements contained in this release may include:

– **Audio**

- Loss of chime may occur when switching from Run to Propulsion after second chime sounds
- No media audio could occur at startup
- Mute could be inoperative while turn signal is active

– **Bluetooth**

- Contacts may show unavailable, may only partially download or sync after changing User Profiles, or may get stuck at any percentage of the download

– **HMI**

- Blank screen could occur when transitioning from Performance Data Recorder (PDR) to radio Home screen
- Porch/summary view may display Climate Off message for a couple of seconds after an ignition cycle
- Using embedded media app (Ex: iHeart) the Home screen may still display the previous Source logo
- Upper status bar may not display connected Bluetooth device information
- Changing Favorites with steering wheel controls (SWC) may respond slower than changing them with on-screen touch input
- When rapidly changing Favorites on radio, the metadata in the DIC Audio Page may not match what is shown in the radio audio page or Porch/summary view display
- My Mode, Engine Sound Settings, and Remote Mirror Folding descriptions may have text cut off

- Auto indicator in HVAC popup may not illuminate to match active Auto status
- During an OTA update the radio may display a Settings page instead of the Programming screen
- Powertrain mode could show Normal instead of Tour
- (Non-GMNA) The PDR Auto Recording pop up may only appear in English
- (Non-GMNA) Errors may occur in displaying the Korean keyboard
- **Navigation**
 - Changing language in an active navigation route could cause nav app to stop working
 - In Porch/summary view the navigation maneuver or highlighted route might get stuck or be incorrect for next maneuver
- **Projection**
 - Android Auto audio may drop out for approximately one second
 - While in CarPlay and during an OnStar Advisor call, the driver may not be able to hear the Advisor if a CarPlay incoming call session is active
 - If Android phone enters full sleep it may not recover connection for Android Auto
- **Systems**
 - Improved RVC rolling count diagnostics
 - When changing the Teen Driver PIN, a Retry popup may appear after entering the new number the second time
 - Radio display may be non-responsive to touch
 - Radio may create a parasitic battery drain
 - With Performance Data Recorder active, shifting to Reverse may not transition to rear view camera
 - If an OTA Download or Install message is ignored, subsequent ignition cycles might show Update Available message without first seeing a Drive to Park shift event
 - OTA Install Update message may not appear if vehicle was started using Remote Start
 - During OTA Installation, if ignition mode transitions to Accessory, Run, or Propulsion mode as display Update Successful command is sent, the radio may instead display Update Failed even though it was successful
 - If the LVDS cable is disconnected (during technician diagnosis) it may cause the radio System Server to crash
- **Voice Recognition (VR)**
 - Connected phone may not respond to Voice commands
 - Voice Recognition may not respond only when using Sirius XM (SXM) commands
 - Voice Recognition may not respond for an entire ignition cycle

GB107 Most Notable Improvements

Most notable improvements contained in this release may include:

- **Audio**
 - Volume may change unwanted
 - Volume may ramp up at startup if the Steering Wheel Control Vol Up is pressed for 3-4 seconds during bootup
- **HMI**
 - Attempting to make a phone call through a connected phone or Android Auto, the system may attempt to make the call through OnStar
 - Instrument cluster Favorites and PTT Menus may disappear for remainder of drive cycle after changing Favorites
 - The Head Up Display (HUD) may not display SXM metadata if user switches from AM/FM Favorite to SXM Favorite
 - Radio display may toggle or flicker between PDR screen, Home screen, and PDR screen with Status bar
 - In rare occurrences where powering moding is changing quickly and repetitively, there may be a no audio condition at startup until user enters the Audio app
 - May not be able to make an outgoing call when selecting a contact from the Recent list
 - During an OTA update the user may see the Settings page instead of the Update status
 - After an OTA update the user may see the Update page instead of the Home page
 - Error in translations of Ionizer, Location Based Auto Lift, PDR Auto Recording, and My Mode
 - Incorrect message may be displayed in Valet mode at startup when PDR is only recording video, not audio
 - (Non-GMNA) HVAC dials and radio display may show mismatched values
- **Projection**
 - Apple CarPlay could display a blank screen
 - When using Apple CarPlay Driver Information Center (DIC) may display device is unreadable
- **Systems**
 - Improve diagnostic algorithm of U3000 Symptom Byte 4B to reduce occurrences of a false DTC
 - Improve diagnostic algorithm of B1A1F Symptom Byte 00 to configure DTC enable conditions
 - Radio display may go blank when user switches to rear seat infotainment (RSI) secondary video input
- **Voice Recognition**
 - Navigation app may not launch when using VR

GB108.2 Most Notable Improvements

Most notable improvements contained in this release may include:

- **Audio**
 - Increase chime volume for trunk ajar
- **HMI**
 - Driver Information Center (DIC) may be blank
 - Favorites list may not appear in the instrument cluster during an active navigation route
- **Navigation**
 - Directions sent from the myBrand app may be lost if vehicle is remote started
- **Projection**
 - Apple music may cut out
 - The HUD Audio page may overlay the display every two seconds for an entire drive cycle when Android Auto is the source
 - The song title may not appear in HUD Audio page when playing Pandora via Android Auto
- **Systems**
 - In very rare cases OnStar may not go to sleep when OTA Install fails due to a user turning the vehicle on during its second OTA Installation attempt
- **Voice Recognition**
 - Native, or embedded, voice assistant may not work for an entire drive cycle

Service Procedure

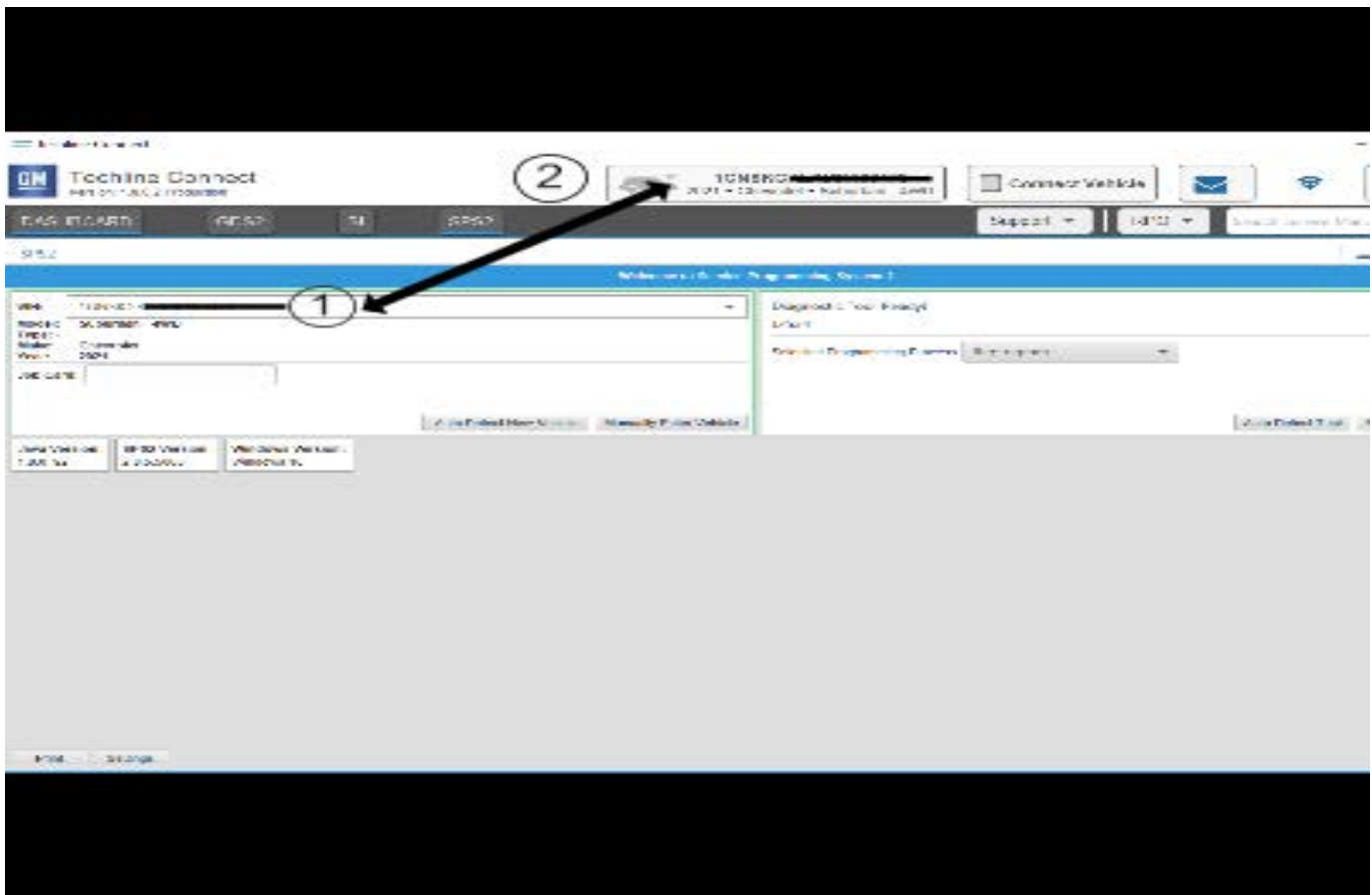
1. Inspect the current radio software version. Navigate to Settings -> About -> Build Number -> Information "i" to view and verify the software version.
 - If the build number is less than GB108.2, then proceed to Step 2.
 - If the build number is GB108.2 or greater, then this bulletin does not apply.

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.

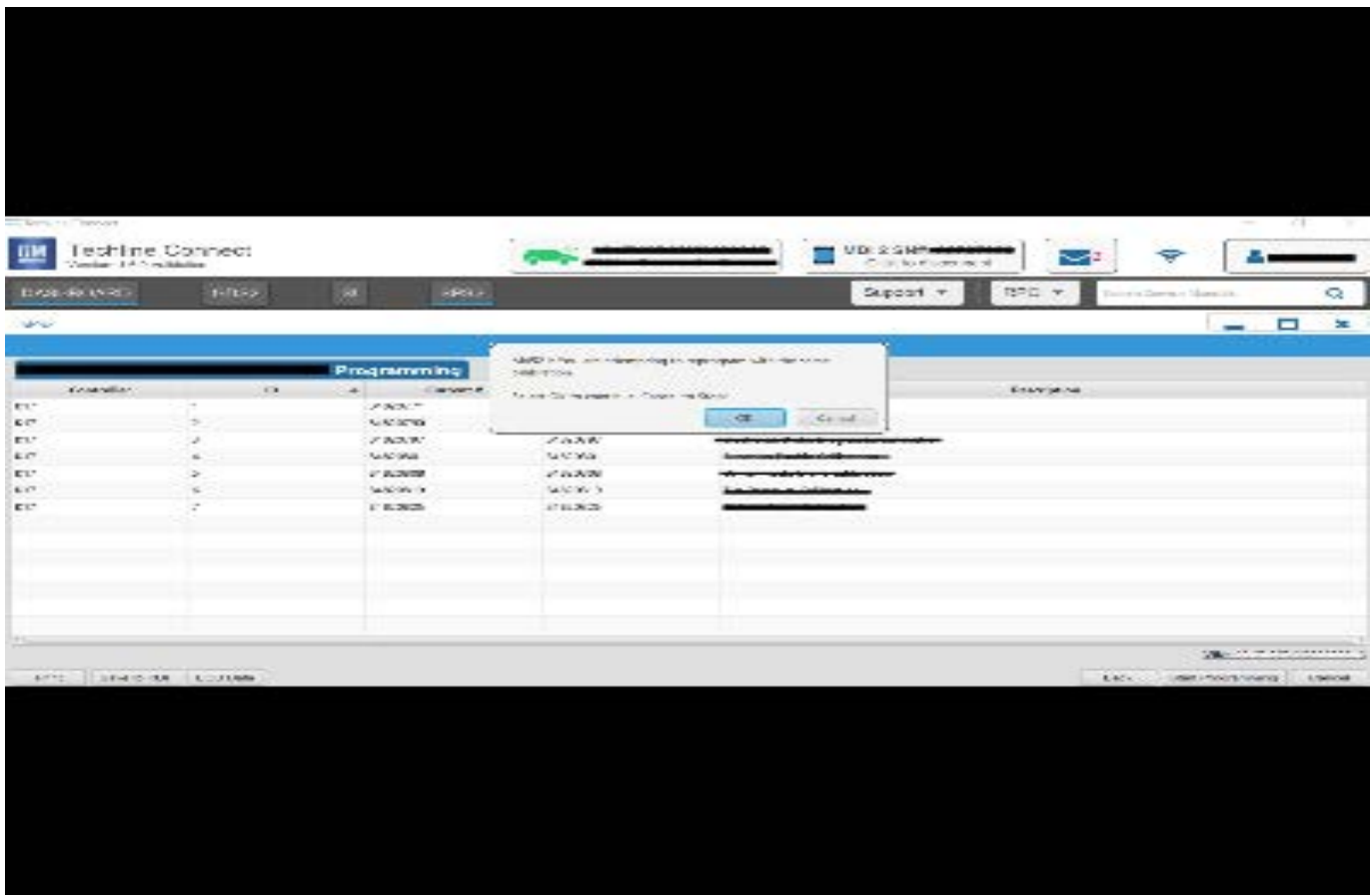
Note:

- 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.
- 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.

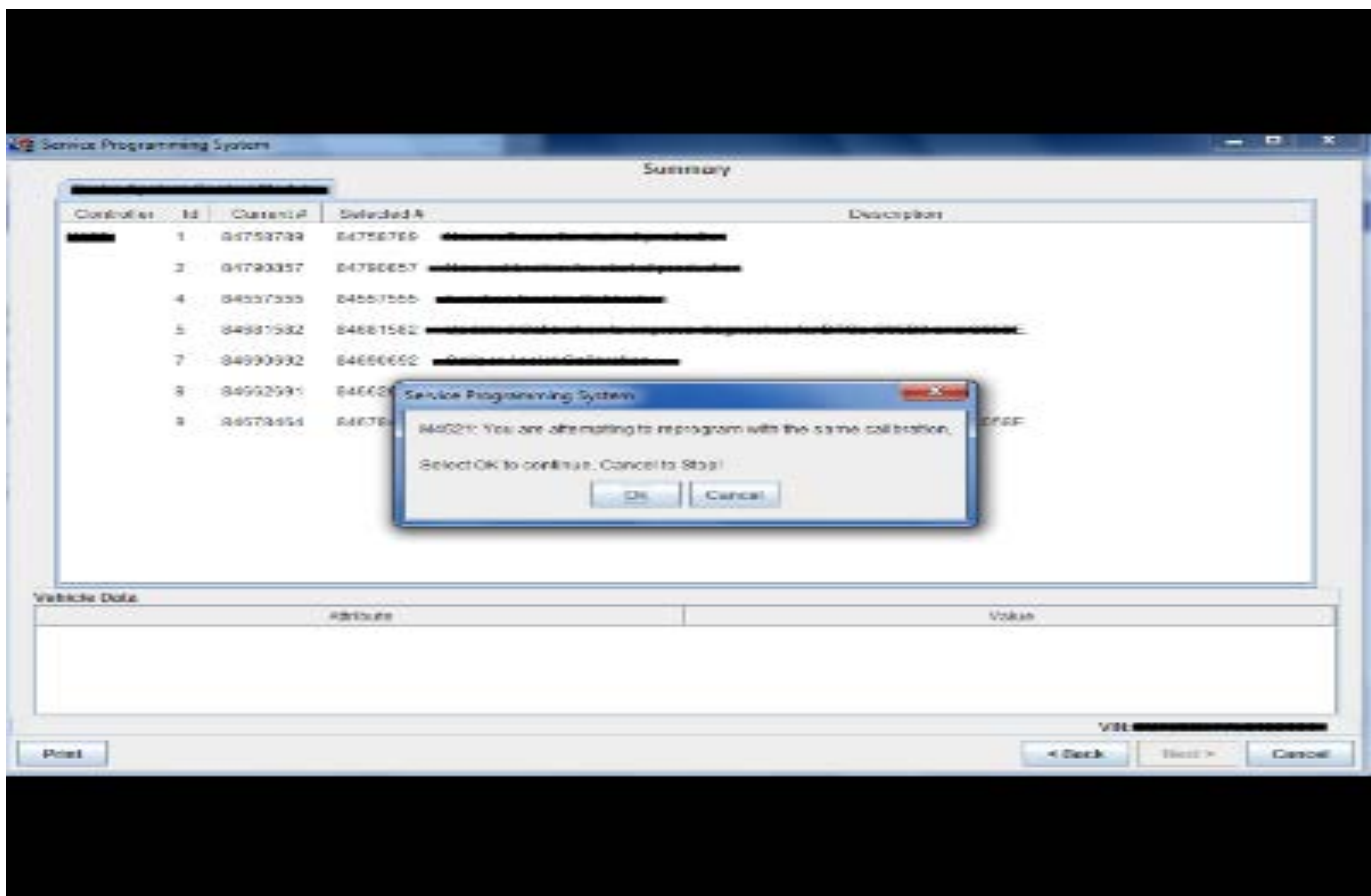
Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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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.

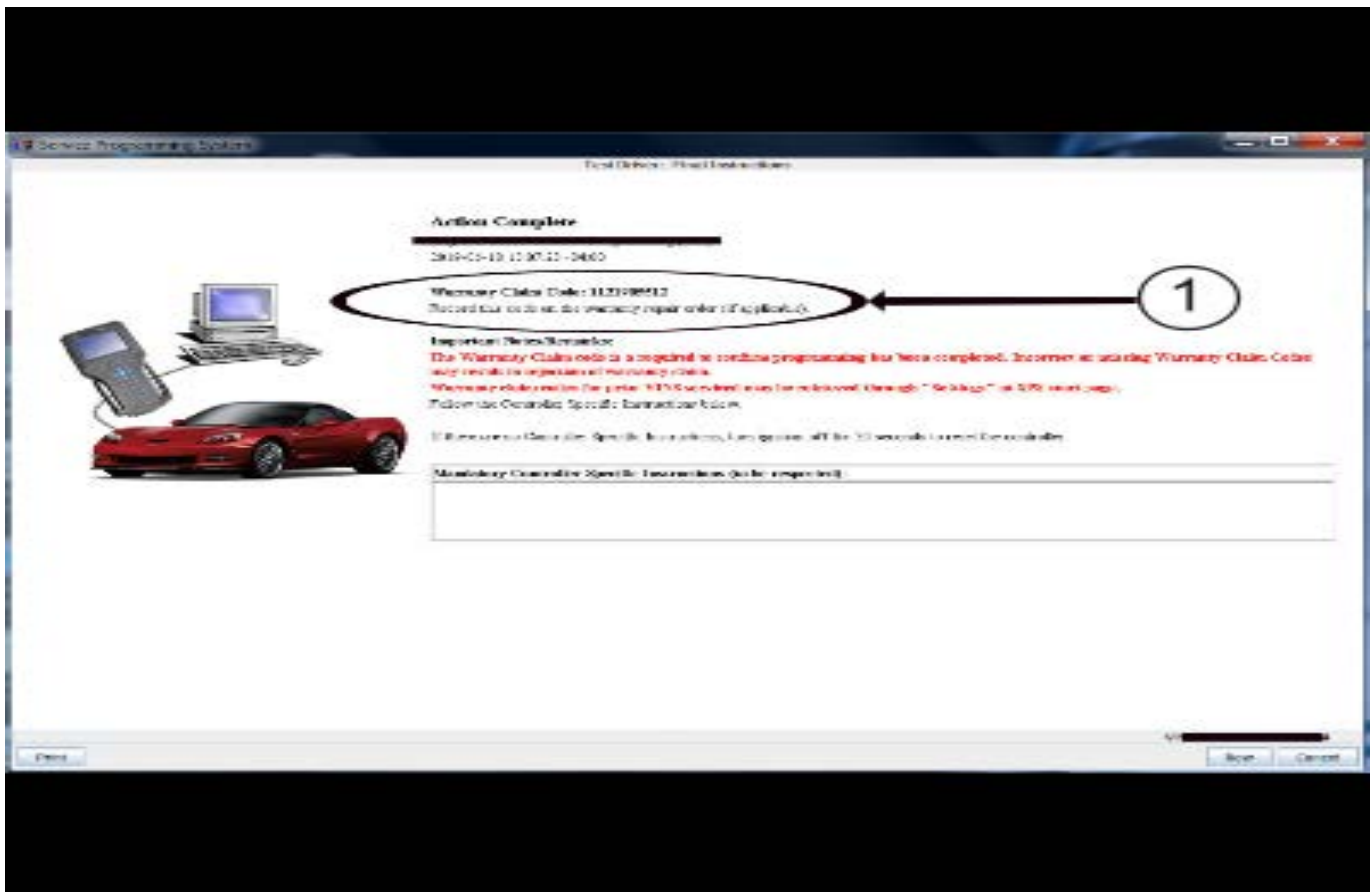
Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

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. 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
2887338*	Radio Reprogramming with SPS/USB for GB108.2	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 May 17, 2021

