Subject: Radio Software Version V808 USB Update

This bulletin replaces PIC6410A. Please discard all previous copies of PIC6410A.

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

Please refer Service Bulletin 2019-010 (AU & NZ region only) 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.

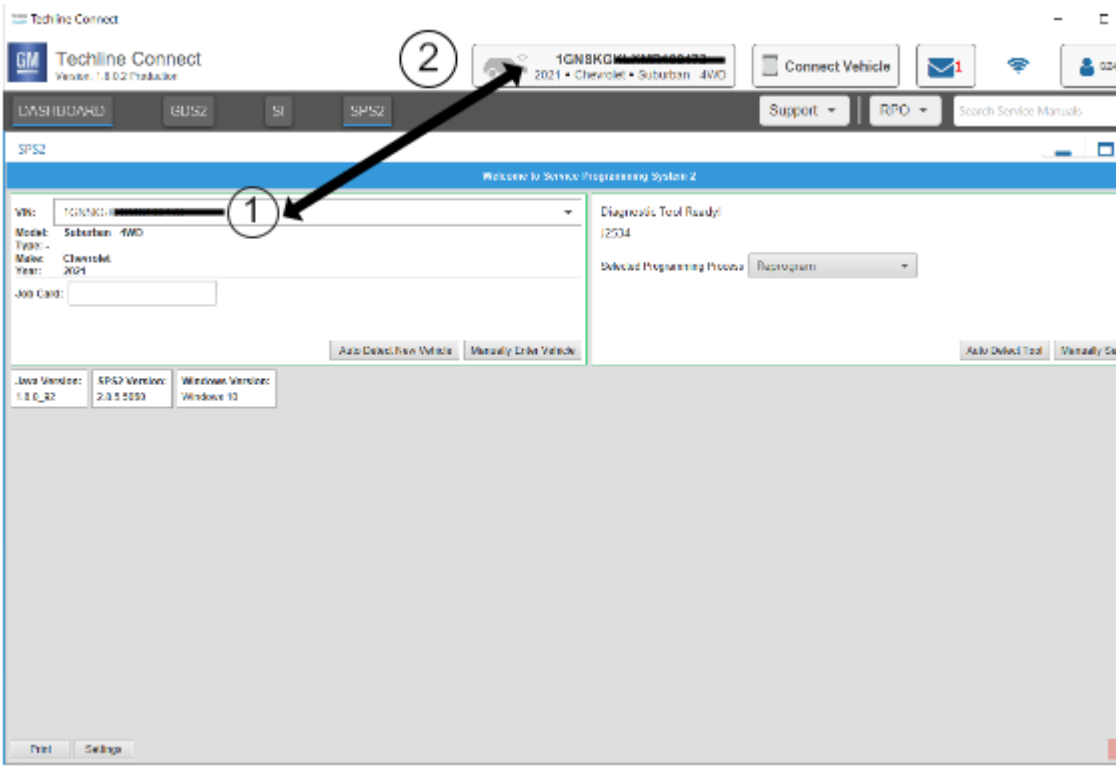
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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.

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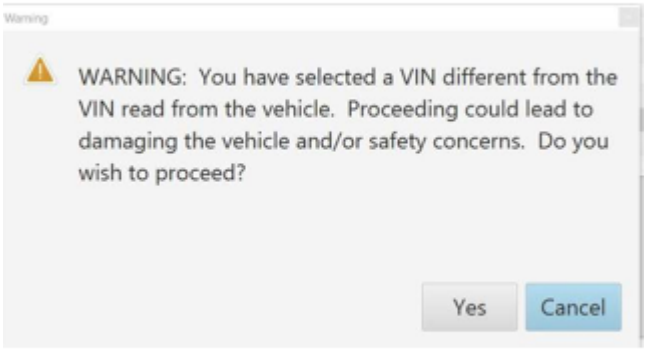
Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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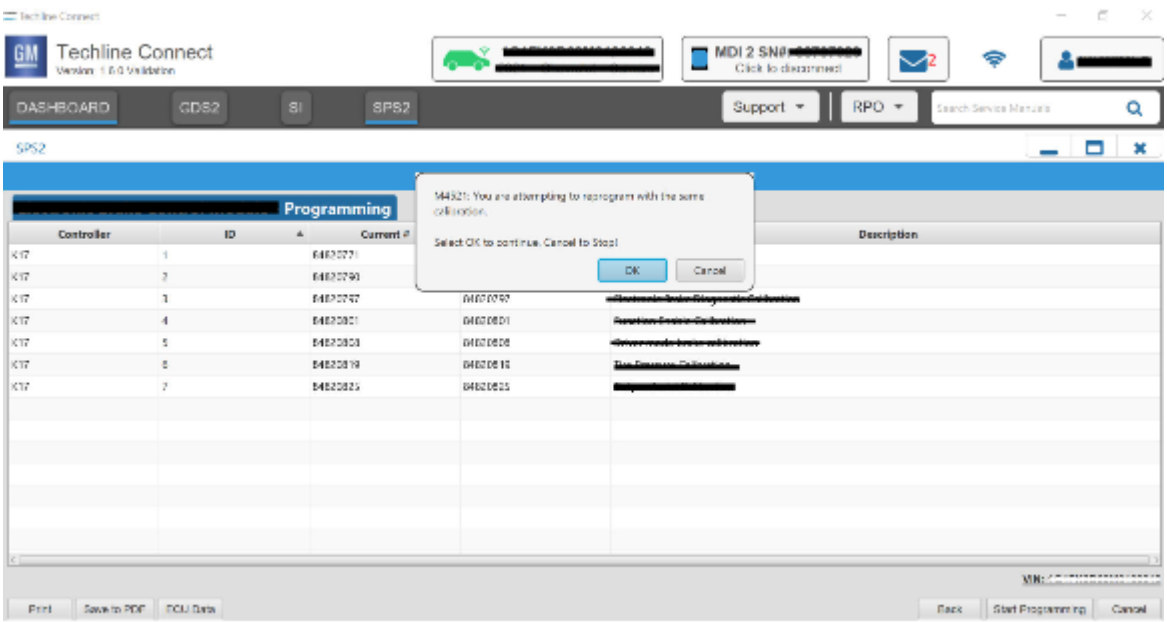

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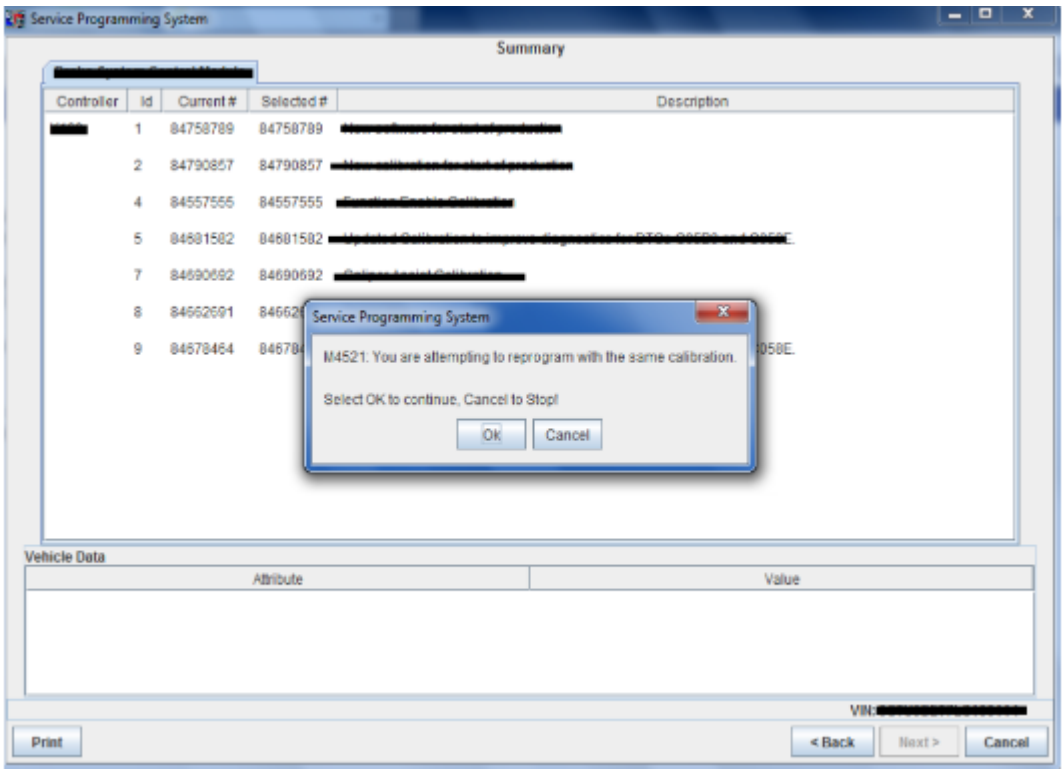

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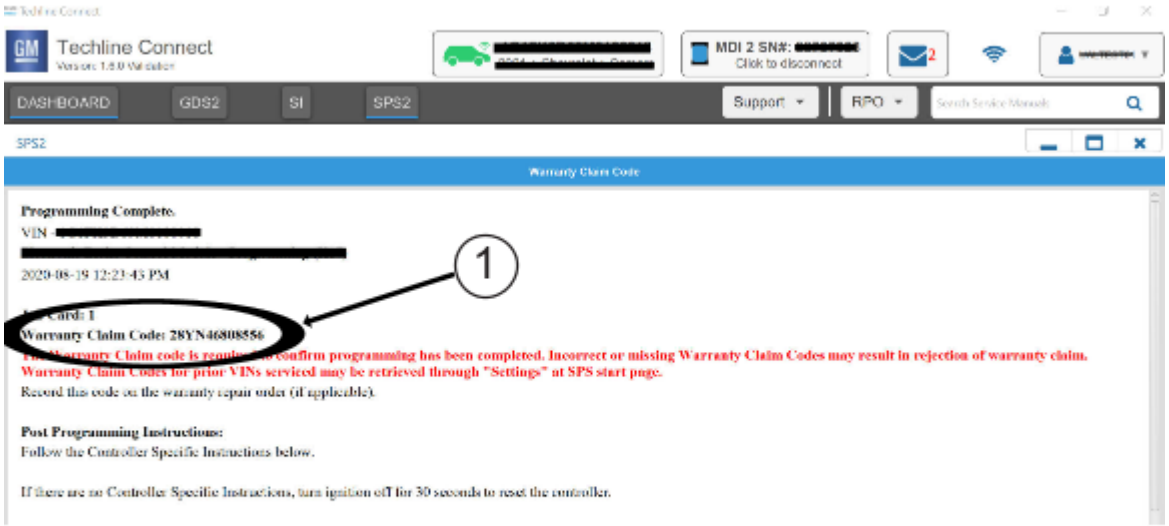
Important: Techline Connect and TIS2WEB screens shown above.

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.

TipKeep the doors closed for programming, otherwise an error may occur.Keep the doors closed for programming, otherwise an error may occur.

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


Techline Connect
MDI 2 SN#:
Click to disconnect
DASHBOARD
GDS2
SI
SPS2
Support
RPO
SPS2
Warranty Claim Code
Programming Complete.
VIN
2020-08-19 12:23:45 PM
Warranty Claim Code: 28YN46808556
Record this code on the warranty repair order (if applicable).
Post Programming Instructions:
Follow the Controller Specific Instructions below.
If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.
1

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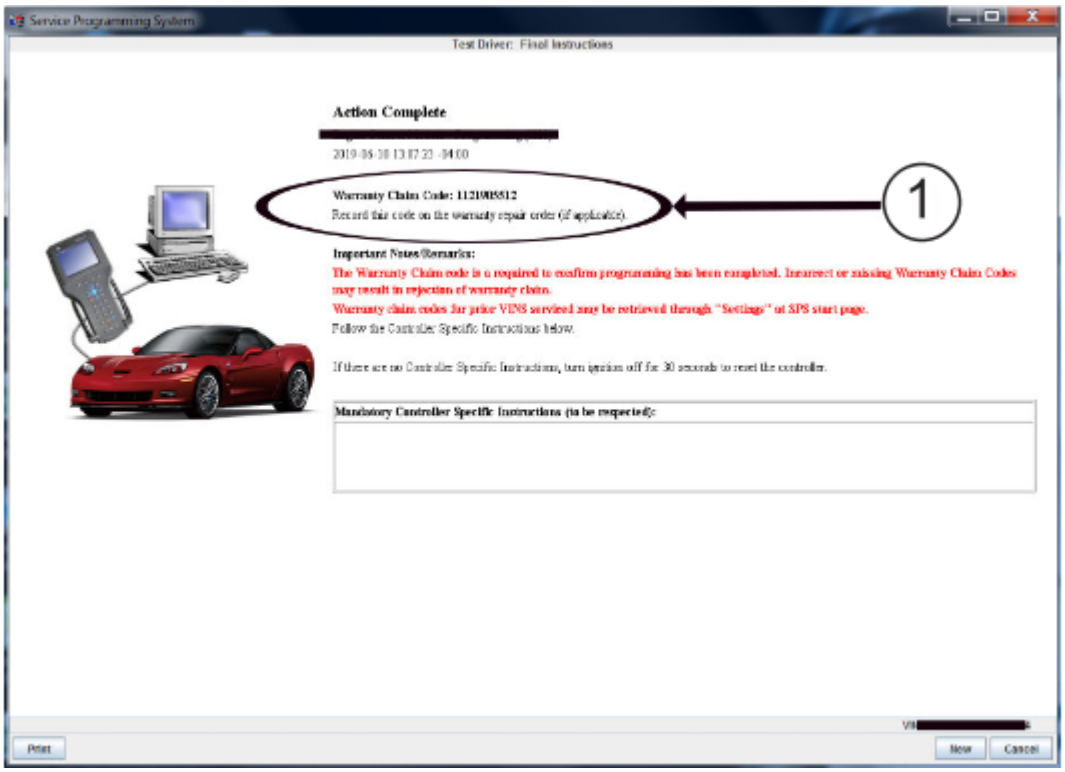

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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

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	0.6 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 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	4
Modified	Released August 28, 2020 September 25, 2020 – Added a TAC supersede statement, corrected AU and NZ region programming statement at beginning of Service Procedure and updated the programming procedure template. August 19, 2021 – Updated the programming Service Procedure and Labor Time under Warranty Information. November 23, 2021 – Added a Tip to programming Service Procedure.