



Service Bulletin

Bulletin No.: 20-NA-012

Date: March, 2020

TECHNICAL

Subject: Radio Software Version V135116 Over-the-Air Update

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Blazer	2020	2020			All	All
	Camaro						
	Colorado						
	Equinox						
	Silverado 1500						
	Silverado 2500HD/3500HD						
	Sonic						
	Trax						
GMC	Canyon	2020	2020			All	All
	Sierra 1500						
	Sierra 2500HD/3500HD						
	Terrain						
Holden	Equinox						

Involved Region or Country	North America, China, Middle East, Israel, Palestine, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, GM Korea Company, Thailand, Egypt, Africa, Australia, New Zealand
Additional Options (RPOs)	Equipped with Infotainment System RPO IOR
Condition	<p>Some customers may comment on software issues. A continuous improvement software update is being released with updates made on the following areas: volume ramp, WiFi operation, phone projection, rear view camera (RVC), radio settings, OnStar, text improvements, and other general system improvements. Improvements include:</p> <ul style="list-style-type: none"> • Reduce occurrence rate of radio volume ramp up / unwanted volume increases • Apple CarPlay and Waze features may not function properly • System reset and reduced WiFi functionality • Improve Radio DTC U18AF diagnostic algorithm • Display is green during system initialization • OnStar “End Call” button missing on first ignition cycle after calibration update • Change text from “Park Assist Tow Bar” to “Park Assist” in Collision/Detection screen • Change text of remote lock window operation to remove confusion regarding remote lock remote power window operation settings • Over-the-Air update gets stuck during Install phase • Extremely rare blank display after entering vehicle during a 200ms timing window at 9 minutes and 54 seconds into a Remote Vehicle Start event • (China) “My Media” source text not translated to Chinese
Cause	The cause of the condition may be software anomalies.
Correction	<p>A new radio software update, version 135116, is being released for vehicles equipped with Infotainment system RPO IOR, to provide general robustness and stability enhancements.</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 will need the dealer to reprogram the radio with the new software package.</p>

Service Procedure

Important: If the remote vehicle update has been downloaded or installed, DO NOT install the update via USB. DO NOT attempt to complete the programming event without reading Determining Where to Start – Checking for Update Status first to avoid programming failures or module lockup conditions.

The update procedure in this bulletin includes the following four sections:

- Determining Where to Start - Checking for Update Status
- Update Procedure Using Remote Vehicle Update
- Update Procedure Using TIS2WEB (USB Download)
- Troubleshooting

Important: DO NOT attempt to complete the programming event without reading **Determining Where to Start – Checking for Update Status** first to avoid programming failures or module lockup conditions.

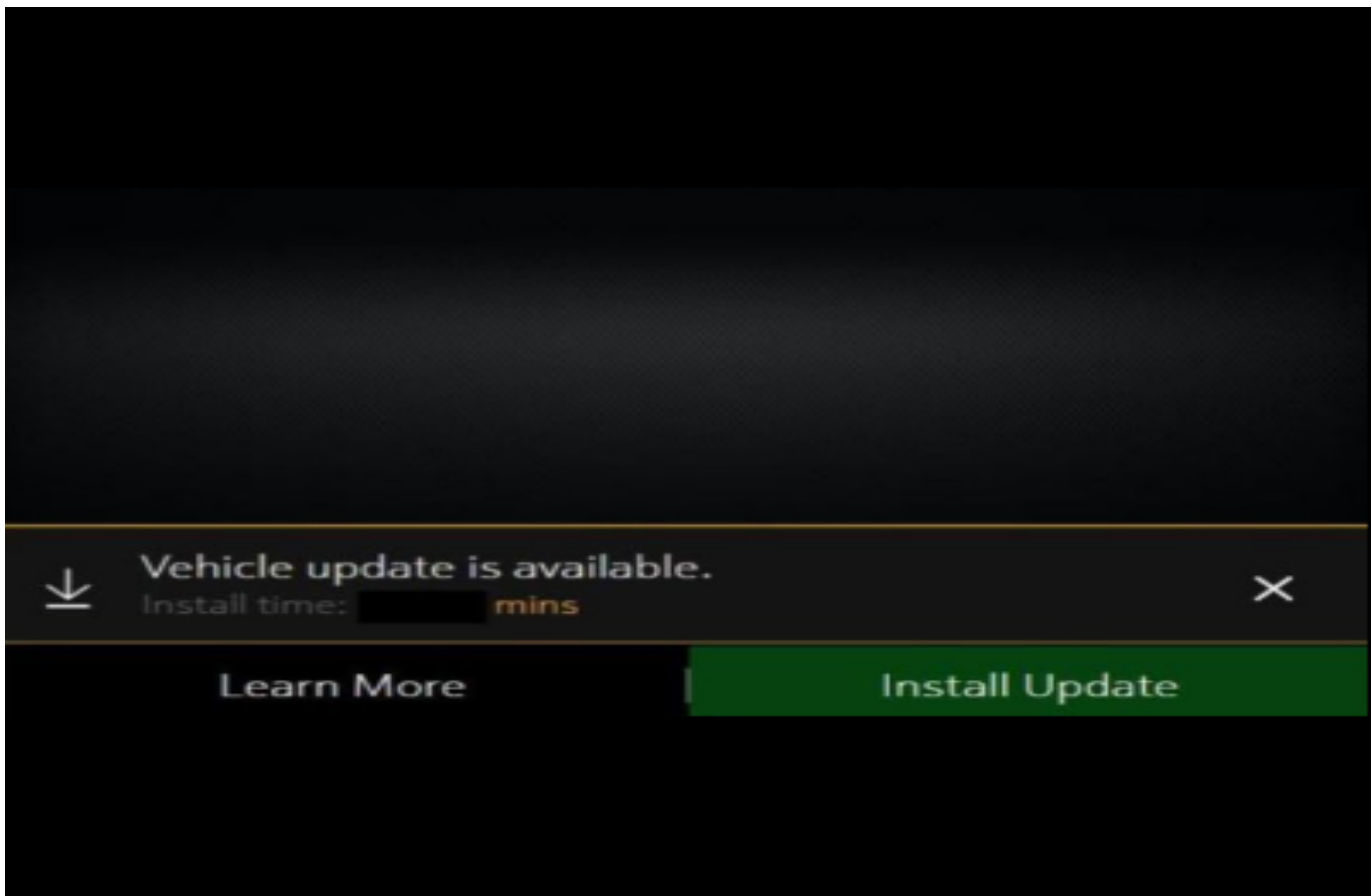
Determining Where to Start – Checking for Update Status

The process used for this update is dependent on the status of the software on the module and if the module already has a remote install package downloaded. To verify if an update package is already on the vehicle, open “Settings” and then scroll to “Updates” on the radio screen. If an update is shown under the “Updates” screen, proceed to the **Update Procedure Using Remote Vehicle Update** section of this document.

If no update is shown, enter GDS2 to view the A11 Radio Software Module 1 value. If Software Module 1 value is the old software part number, 84639917, 84691626, or 84762987, proceed with the software update following the **Update Procedure Using TIS2WEB (USB Download)** section of this document. If the part number is not 84785838, then the radio is already updated and no further action should be taken.

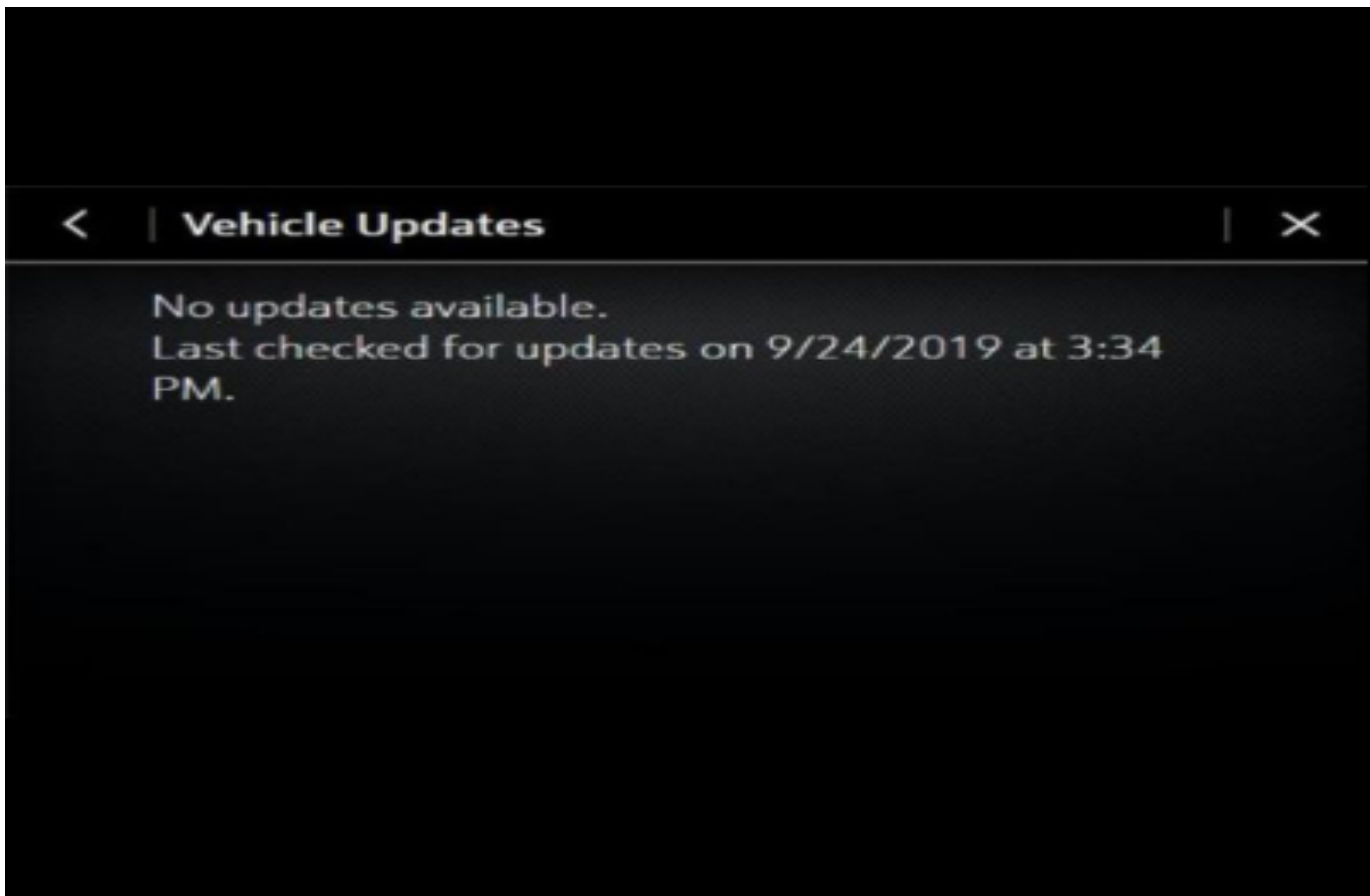
Update Procedure Using Remote Vehicle Update

1. If a remote package is on the system, you may see the below pop up upon shifting the vehicle to Park.



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2. Select "Install Update."
 - If no update available pop up is displayed, navigate to "Settings" -> "Updates." If there is a remote package downloaded on the system, it will display "Install Now", proceed with install. If there are no options available, proceed with the software update following the **Update Procedure Using TIS2WEB (USB Download)** section of this document.



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Important: During installation, the vehicle will be disabled and cannot be driven. Features like door locks, windows and chimes may not work. If you leave the vehicle, DO NOT lock occupants inside.

Note: Download may pause due to cellular connection speed. If the download pauses, click resume to continue. If the download takes longer than 30 minutes, see the **Troubleshooting** section below.

Important: 135116 or greater will ONLY be shown in the About screen if the software has been updated from a previous version.

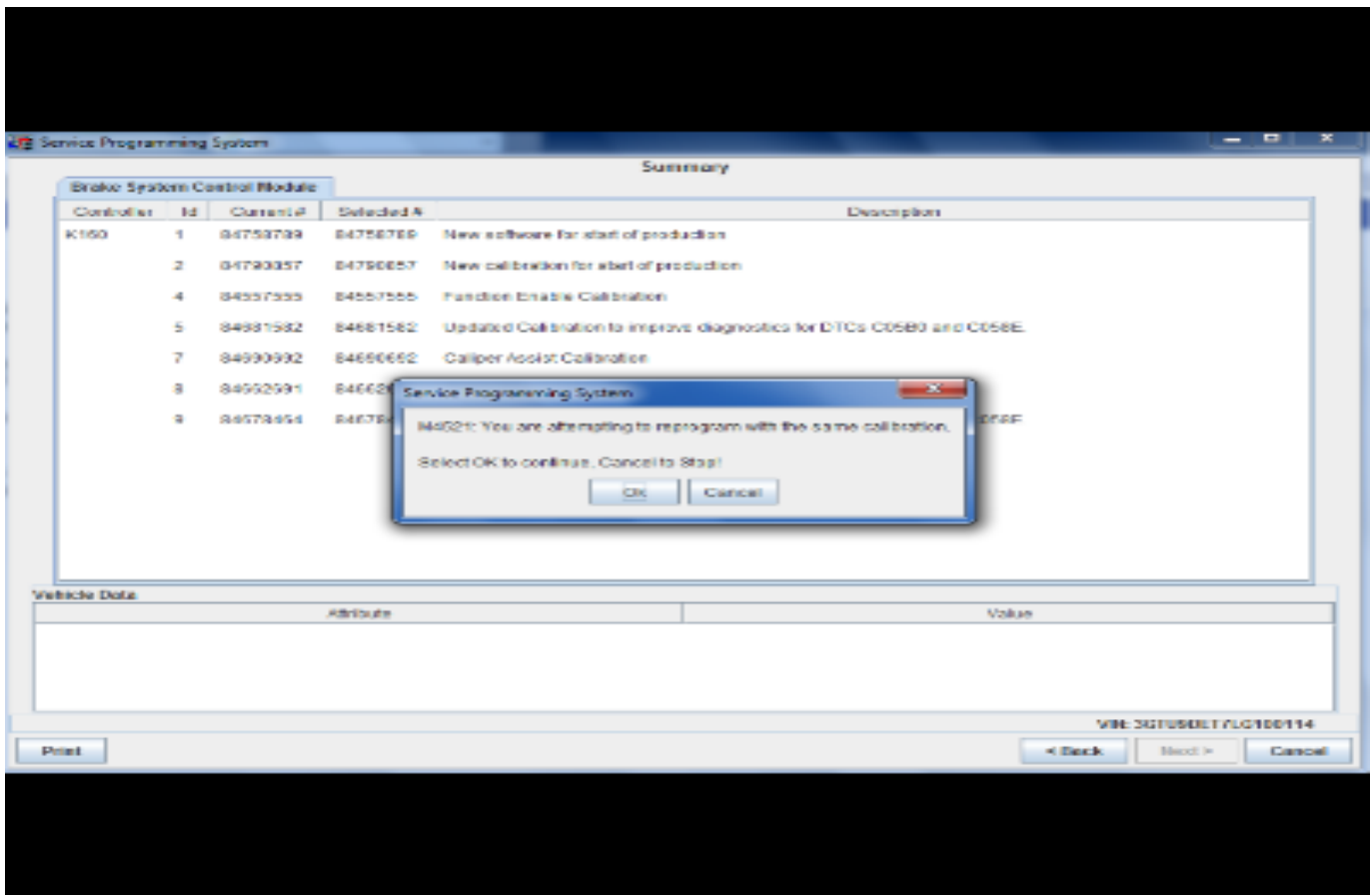
3. Once the remote vehicle update has completed, verify there are no updates. Select "Settings", scroll down and select "Updates." If no updates are available, verify software build is at 135116 or greater in "Settings" -> About screen. If confirmed, no further action is required. 135116 or greater will only be shown in the About screen if the software has been updated from a previous version.

Update Procedure Using TIS2WEB (USB Download)

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.

Important: 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.
- 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.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Refer to Radio Programming and Setup for additional information on programming.

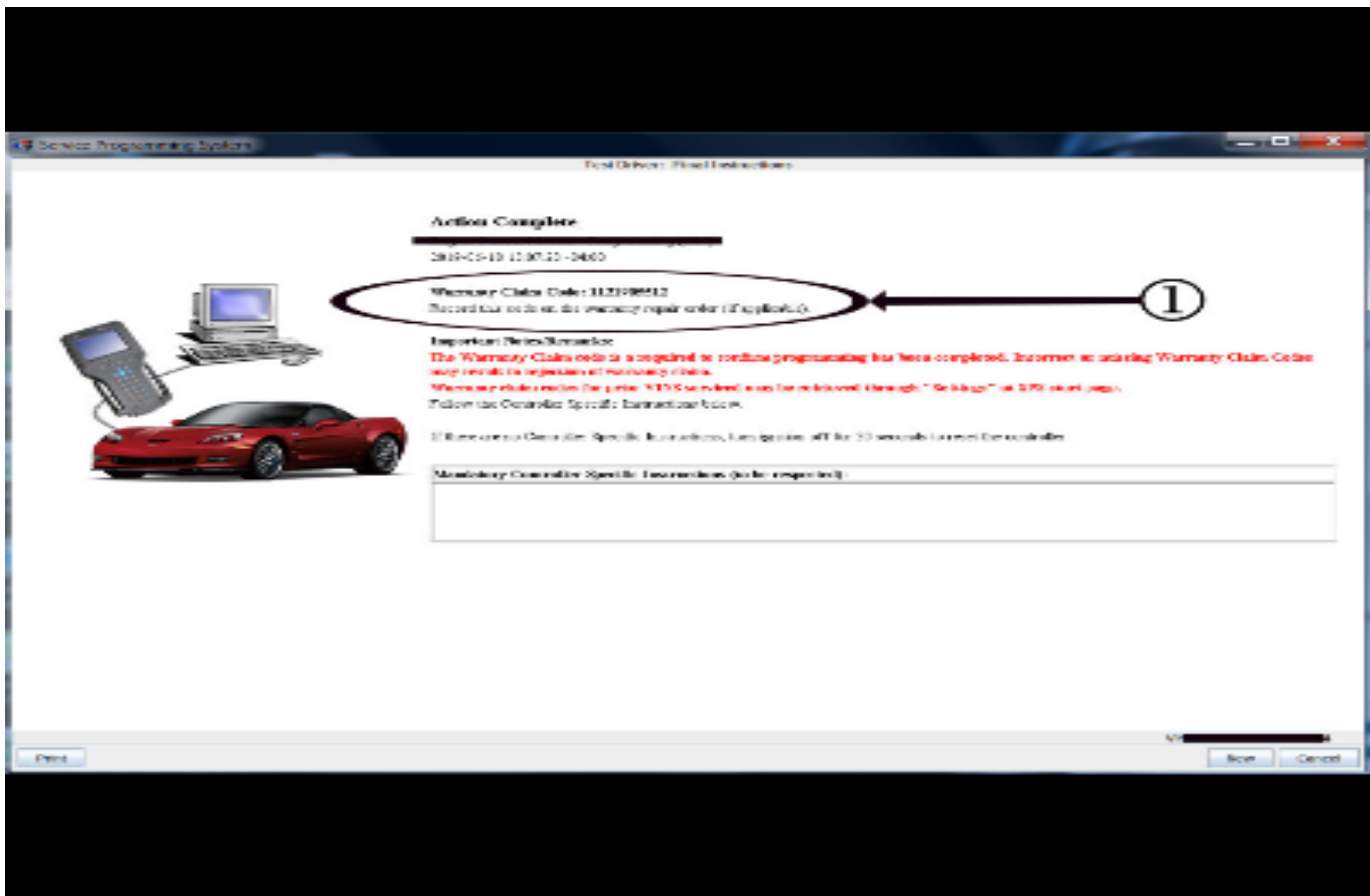


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Important: For every vehicle that needs to be updated through USB, be sure to download the files through TIS2WEB on a USB drive each time for each vehicle. DO NOT use the same files downloaded from a previous vehicle. Use a USB 3.0 drive formatted to FAT32 with a minimum size of 4 gigabytes.

Important: Before downloading the USB update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD the files wirelessly.

1. Start SPS, select Radio – USB File Transfer and follow the on-screen instructions.



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

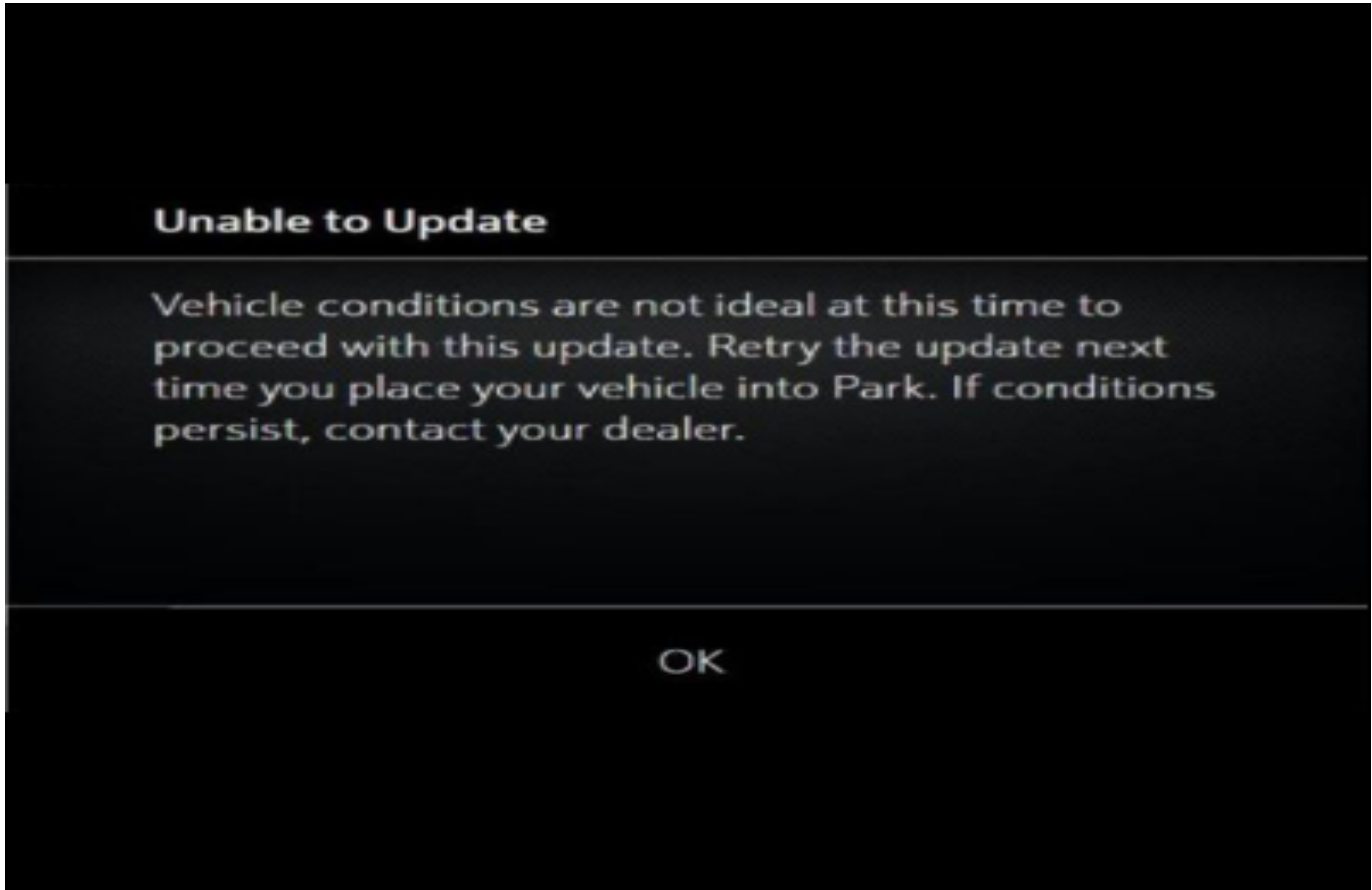
2. Record SPS Warranty Claim Code on the job card for warranty transaction submission.
3. Insert the USB drive into the vehicle while in Park. If the software does not automatically begin to update within one minute, reference the **Troubleshooting** section below.
4. Follow the on-screen prompts to complete the USB software update.
 - Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Troubleshooting

Important: When downloading USB update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD the files wirelessly.

Important: It is normal operation of the Over-the-Air (OTA) update process for a radio to remain on for 30 seconds after ignition is turned off and retained accessory power (RAP) has been disabled. The radio will return to normal power down operations, i.e. off when RAP is disabled, once the OTA update has been installed.

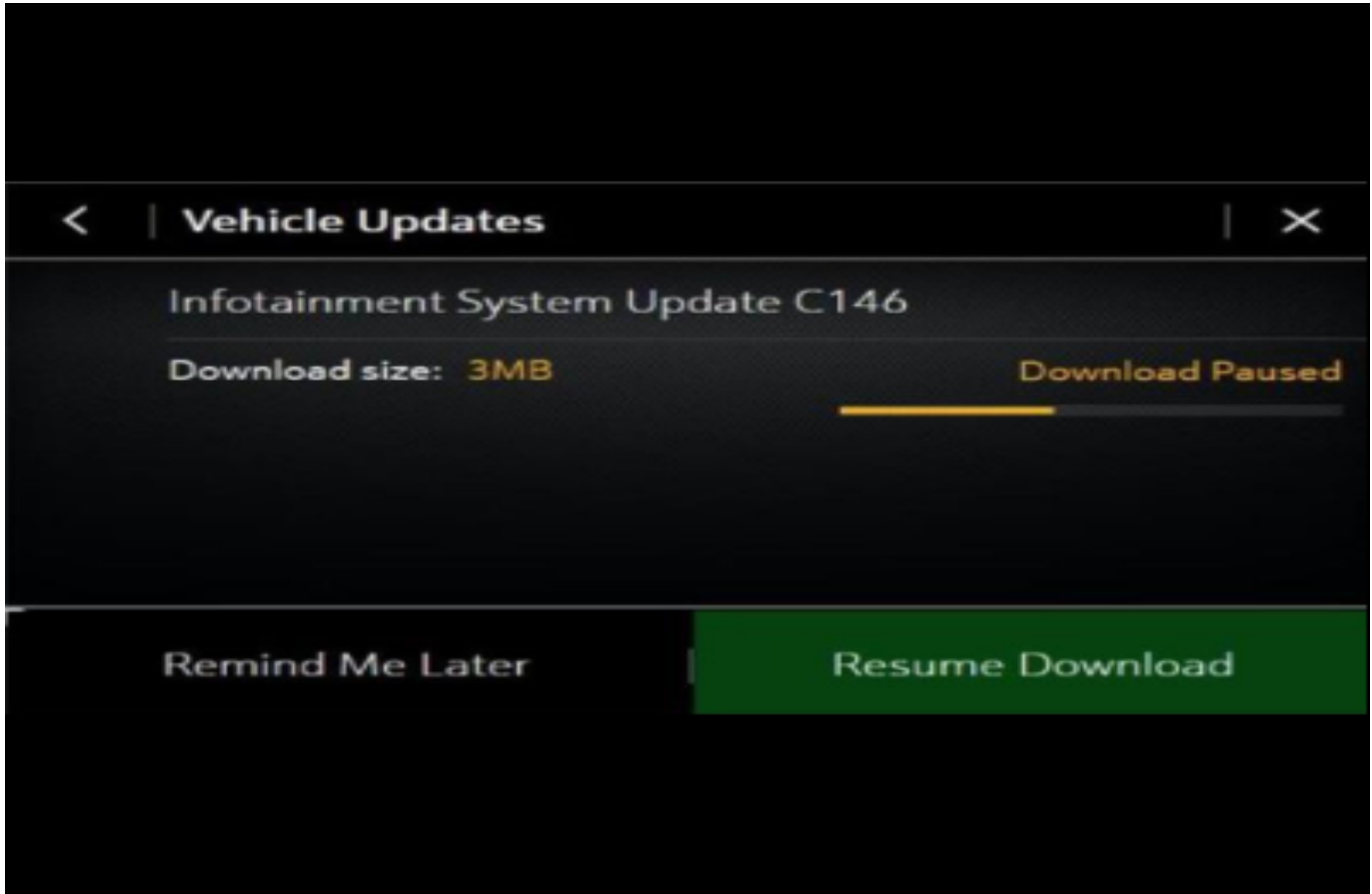
Scenario 1: Vehicle conditions are not ideal.



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If the above screen is shown, download the update through TIS2Web and perform USB update. Ensure the vehicle battery is being maintained (using EL-49642 or battery maintainer) while performing this update.

Scenario 2: Consistently Paused Download



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If the above screen is shown and resuming the download repeatedly fails, a USB update will need to be performed. Turn the vehicle on, return to the home screen, and insert USB stick (see previous section). Verify the part number is correct and follow on screen prompts.

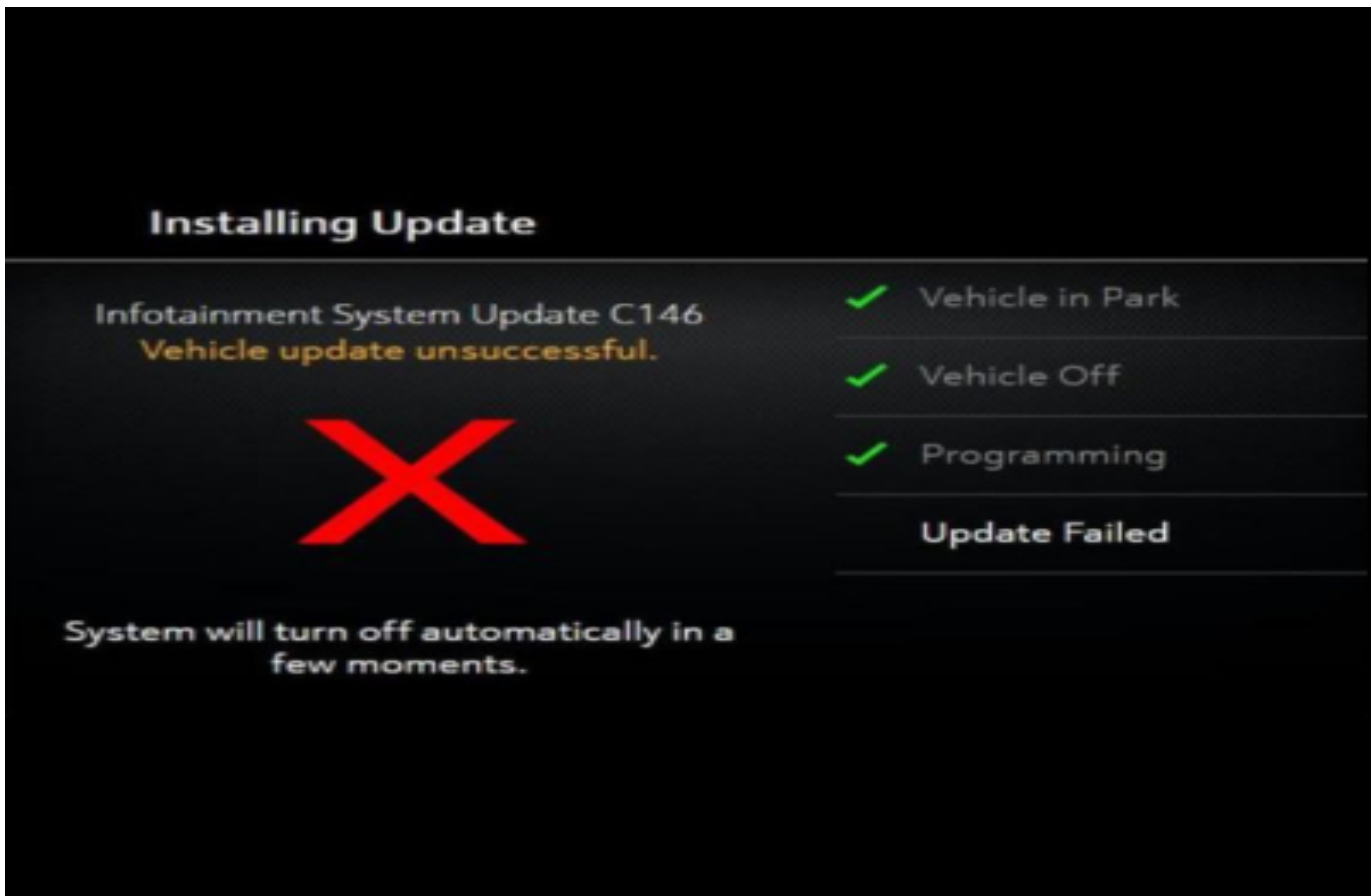
Scenario 3: Update Failed. Return to dealer screen.

Important: If having issues with the USB drives, try using a different brand. The USB drive should be USB 3.0.

Update Failed

%The software update has failed. Contact your dealer for assistance with installing this update.%

OK



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- If one of the above screens is shown, download the update through TIS2Web and insert a USB stick into the radio. A yellow progress bar should come on the screen and the update will proceed. If this screen above is shown when trying to update the radio through USB, reformat the USB drive to FAT32 on your PC, perform Return to Factory Defaults, and then try to download the update through TIS2WEB again.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
9700002*	Remote Vehicle Update: TIS2WEB/USB Download Not Required	0.3 hr
9700017*	Radio Module Reprogramming with SPS/USB	0.3 hr

Important: *To avoid warranty transaction rejections, carefully read and follow the instructions below:

- Submit as Transaction Type ZREG.
- 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.

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 TIS on the computer used to program the vehicle.
2. Select and start SPS.
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 March 24, 2020

