



Bulletin No.: PIC6425

Published date: N/A

Preliminary Information

PIC6425 Radio Software Related Concerns

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Encore GX	2021	All	All	All	All
Buick	Envision	2021	All	All	All	All
Cadillac	XT4	2021	All	All	All	All
Cadillac	XT5	2021	All	All	All	All
Cadillac	XT6	2021	All	All	All	All
Chevrolet	Blazer	2021	All	All	All	All
Chevrolet	Camaro	2021	All	All	All	All
Chevrolet	Corvette	2021	All	All	All	All
Chevrolet	Malibu	2021	All	All	All	All
Chevrolet	Silverado	2021	All	All	All	All
Chevrolet	Trailblazer	2021	All	All	All	All
GMC	Acadia	2021	All	All	All	All
GMC	Sierra	2021	All	All	All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped With Infotainment Systems IOS, IOU, or IOT
Condition	<p>Some customers with involved radios using software version V152 or less may comment on any one, or any combination of software issues listed below:</p> <ul style="list-style-type: none"> • Advanced Parking Assist • Screen freezes when searching for a parking spot • Message to apply parking brake appears at incorrect time • Audio and Media <ul style="list-style-type: none"> • 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 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
- 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

Cause

The cause of the condition may be software anomalies.

Correction:

Do not replace parts for these conditions. Verify the radio software is on V152. The next software release is in development and should be available during the first quarter of 2021. This PI will be replaced with a service bulletin once the new software becomes available.

Service Procedure

Important: 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 V152 (numerically lower if the radio is not up to date, or numerically higher if newer versions were released and installed).

Inspect the current radio software version. Navigate to Settings -> About -> Build Number -> Information icon  to view and verify the software version.

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
2887118	Verify vehicle is on V152 software version	0.3 Hrs
*This is a unique Labor Operation for Bulletin use only.		

Version History

--	--

Version	1
Modified	12/22/2020 - PIC6425 Created on.



© 2021 General Motors. All Rights Reserved.