



Bulletin No.: PIC6425C

Published date: N/A

Preliminary Information

PIC6425C Radio Software Related Concerns

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Buick	Envision	2021	All	All	All	All
Cadillac	XT4	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	Malibu	2021	All	All	All	All
Chevrolet	Silverado	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 may comment on software issues. Continuous improvement software updates are being developed with improvements made in several areas.</p> <p>Some customers with involved radios using software versions less than V152 may comment on any combination of software issues listed below.</p> <p>There were two updates released in Production very close to each other.</p> <p>Some vehicles may have been manufactured with a software version of V152 or less, while newer vehicle builds may have V153 loaded.</p> <p>Refer to the appropriate Most Notable Improvements section below based on the vehicle's current software version.</p>
Cause	The cause of the condition may be software anomalies.

Correction:

Do not replace parts for these conditions. Verify the radio software is on the latest available by checking Techline Connect (TLC) for updated USB File Transfer software packages. The next software release is in development and should be available in the later portion of the first quarter of 2021. This PI will be replaced with a service bulletin once the new software becomes available.

Important: The software improvements listed will vary by software version, vehicle model, build configuration, system, and sales region. Not all vehicles have all features. The versions

are listed separately in this PI because some models may be waiting on V152, while others may have V152 from Production but waiting on V153. As usual, any future software version releases would include all enhancements from previous software version releases.

V152 Most Notable Improvements:

Audio and Media

- Favorites jumps back to page 1 when attempting to scroll to or past page 3
- Remove unnecessary Settings button from third-party audio app
- Loss of audio after use of Android Auto voice recognition
- Apple CarPlay voice commands play on all speakers
- Steering Wheel Control Favorites button inoperative for entire drive cycle
- Audio Favorite selection will flash back from recently selected to previously played selection

Camera

- Camera view may overlap Home screen after Automatic Park Assist (APA) is cancelled
- The APA Exit Park button displays when vehicle is stopped despite the system requesting the button be disabled

Energy App

- Home or Away Target Charge Level (TCL) changes to minimum value when opposite TCL value is changed
- Radio displays incorrect text when Fast Charge TCL is set at or less than 80% (Time remaining is displayed correctly)
- Radio may not display “stop charging at any time” or “using station power for battery conditions to preserve battery energy for range” during the Thermal Conditioning Only mode
- Radio displays time to complete charge value too soon, causing highly inaccurate display times
- Location-Based Charging may not display the current location when entering the TCL or Displayed Charging Time screens while signed into a User Profile
- Energy App crashes after using the Stop button in the Energy App
- Energy App will not reconnect if phone app is closed while phone is connected to the vehicle unless phone is disconnected and reconnected
- Text overlaps on the main screen for status, start and completion times after performing some actions in the Charging Options
- Utility rate charging schedules or season dates are not populated or app crashes
- Delayed Charging text issues with “Charging will begin at:”
- Incorrectly displays “Default Charge Mode Enabled” at wake up
- Energy App slow performance or no response to up/down arrows after wake-up

HMI

- Buick emblem is not round
- “Feature unavailable while driving” message displayed for some restricted actions although passenger is present
- TTY button may not switch out of hearing mode if multiple users exist with different TTY modes
- Average Fuel Economy in Trailering app does not match IPC

IPC Interface

- Some RDS text appears out of position

- **Visual updates to remote HMI for OnStar, navigation, audio, phone, and voice recognition interface**

- **DIC text could be cutoff at top or bottom of display**

Phone

- **Robotic voice for phone calls**

- **Phone number and call time off center when making a call to non-contact number**

Sirius XM

- **Blank Sirius XM Favorite**

- **Displays “loading” until channel up**

- **Displays “This favorite is not available” when vehicle is started on SXM channel that is not a Favorite**

- **No Favorite or an incorrect Favorite is highlighted**

- **Unable to save an SXM Favorite with long press**

- **In accessory power mode, a loss of SXM audio until another SXM station is selected**

- **Metadata missing or greyed out while using OnStar Turn by Turn in audio view**

- **SXM crashes but the rest of the Audio app works**

- **Channel playing and channel displayed do not match**

- **Tune does not function as expected when using steering wheel controls or hard buttons**

- **Displays “something went wrong” after a remote start on SXM**

System

- **System does not retain power mode selection over ignition cycles**

- **Screen stuck on brand splash animation for entire ignition cycle**

- **Display screen goes black instead of displaying account is locked after 5 incorrect password entries**

Navigation

- **HUD may not show a street name if the name field is only one line unless it is an exit number**

- **Unable to start or view active route guidance using steering wheel controls**

- **Vehicle position indicator is incorrect when switching from nav app (full map) to porch view**

- **Overspeed Camera Zone Alert icon remains active after passing the camera zone**

- **Navigation keyboard disappears after ending a call**

- **DIC Navigation page may truncate Recent or Favorite destination**

- **In addition to current lane, sharp curve alert of the opposite lane is also shown**

- **First road name on a route is not displayed in the HUD**

- **Predictive navigation may show incorrect traffic status**

- **Time-restricted maneuvers may not be included in route guidance calculation**

- **(Non-GMNA) Toll cost displayed is incorrect**

- **(Non-GMNA) POI names not recognized for non-state-based countries**

- **(Non-GMNA) No EV charging stations displayed in the hot categories in Korea**

- **(Non-GMNA) DIC navigation page does not display street names in Korean**

Translation (Non-GMNA)

- **When using voice recognition “my media” was not translated to other languages**

- **Correct Chinese translation of high sensitivity in Air Quality Sensor settings**
- **Changing from Chinese to English, the OnStar icon, Apps notifications block, and SD Card Eject remains in Chinese**
- **Missing period in Chinese for Advanced Lighting description**
- **Action Unavailable displays in English instead of Chinese when attempting to change a song while in a phone call**
- **Change Korean translation of Teen Driver to My Driving Coach**
- **Utility Season Date display missing Korean translation for Energy App**
- **Missing period and line break in Korean on date of check in Settings > Updates**
- **CarPlay Privacy Consent incorrect Korean translation**
- **Incorrect spelling of Disabled in Portuguese**
- **Poor grammar of the Portuguese translation of taking your eyes off the road warning message**
- **If a customer declines Terms and Conditions in Spanish when attempting to connect a WiFi device, the phrase that appears next is incomplete**

Voice Recognition

- **Unable to tune to FM station**

Wireless Projection

- **Robotic voice after muting and unmuting calls**
- **Radio display freezes while playing Spotify**
- **Apple CarPlay not available or loses connection**
- **CarPlay audio is unintelligible during phone call**

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 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**

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

1. Inspect the current radio software version. Navigate to Settings -> About -> Build Number -> Information icon  to view and verify the software version.
2. If no updates exist for the vehicle being diagnosed, please advise the customer that GM is working on a future software release that makes the above listed improvements and that we anticipate the update should be available during the later portion of the first quarter of 2021.

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 Radio Is On Currently Available software version	0.3 Hrs.
*This is a unique Labor Operation for Bulletin use only.		

Version History

Version	4
Modified	12/22/2020 - PIC6425 Created on. 12/23/2020 - Updated Condition. 01/26/2021 - Updated to add pending software enhancements and updated labor operation. 03/16/2021 - Updated to remove models.

