TECHNICAL

Subject: Radio Software Version V164 Update

> **This bulletin replaces PIT5913A. Please discard all copies of PIT5913A.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2022	2023				
	Encore GX	2021					
	Envision	2021					
Cadillac	CT4	2021	2023				
	CT5						
	CT6						
	XT4						
	XT5						
	XT6						
Chevrolet	Bolt EV	2022	2023	—	—	—	—
	Bolt EUV	2022					
	Blazer	2021					
	Camaro	2021					
	Corvette	2021					
	Equinox	2022					
	Malibu	2021					
	Silverado 1500	2021	2021				
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 2500HD/3500HD	2021	2022				
	Suburban	2021	2021				
	Tahoe	2021	2021				
	Trailblazer	2021	2023				
	Traverse	2022	2023				

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2021	2023	—	—	—	—
	Sierra 1500	2021	2021				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 2500HD/3500HD	2021	2022				
	Terrain	2022	2023				
	Yukon	2021	2021				
	Yukon XL						

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Palestine, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand, Australia/New Zealand
Additional Options (RPOs)	Equipped with Infotainment System RPOs IOS, IOT, IOU
Condition	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas. V164 contains over 35 improvements. Refer to V164 Most Notable Improvements section below.
Cause	The cause of the condition may be software anomalies.
Correction	A new radio software update, version V164, was released to service for vehicles equipped with Infotainment system RPO IOS, IOU or IOT. In addition to providing general robustness and stability enhancements, this update includes all enhancements from previous software version releases. **Note:** The IOR radio does not get V164 and uses a totally different software. DO NOT attempt to program an IOR radio with the software referenced in this bulletin. **Important:** Some technicians are reporting that the radio remains on an older software version after the radio displays the software update completed successfully. 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 V164 (or numerically higher/lower if a different version is installed). **Important:** Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.

V164 Most Notable Improvements

Most notable improvements contained in this release may include:

Apps

- Intermittently SD card removed message will pop up in the Navigation app
- While in the audio app the radio may stop working
- Trailer tire pressure sensors may not be learned in the trailer app
- Not being able to return to the home screen while in the camera app
- After and ignition cycle the radio might go to a black screen or stop working if using Sirius XM
- Spotify icon truncated on audio app

Bluetooth

- Intermittent Bluetooth connection loss

Instrument Cluster

- Voice recognition can be started while on an OnStar or Phone call
- When downloading contacts there is a progress bar and circles on the recents page of the cluster
- The temperature on the cluster and the display may be different
- After receiving and ending a call on the secondary paired phone, the cluster may get stuck on the phone menu

Energy

- When using the energy app, the radio may stop working
- When plugging in the vehicle, the display might show "Now" instead of "Charging Upon Plug In"

Over the Air (OTA)

- When a software update is cancelled, you may still see the downloading logo

Projection

- Wireless carplay cannot be connected after forgetting another wireless Android auto device
- When the Android Auto screen comes up to connect wirelessly, the screen may freeze if the Cancel button is pressed
- Removed Apple carplay cannot connect screen on autoconnect
- CarPlay information may not show up in the audio app
- NFC chime may be heard when NFC does not work
- The cannot connect screen does not pop up after the first connection on wireless carplay fails
- Apple Carplay is now functional in Guam

Settings

- When performing a factory reset, the radio may stop working
- After performing a factory reset, the radio may stop working when trying to switch users
- When trying to go into the language section quickly after startup the radio may stop working

System

- After an ignition cycle, the radio might go black or stop working if using

SXM

- When changing power modes with the ignition switch, the HVAC pop up might appear
- During startup the radio will show the brand splash screen then go blank
- Receiving a confirmation pop-up when changing drive modes
- Return to dealer screen may appear
- Supercruise setting toggle may not work

Translations (Non-GMNA)

- Improved Mandarin translation
- Improved Brazilian Market translation

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.
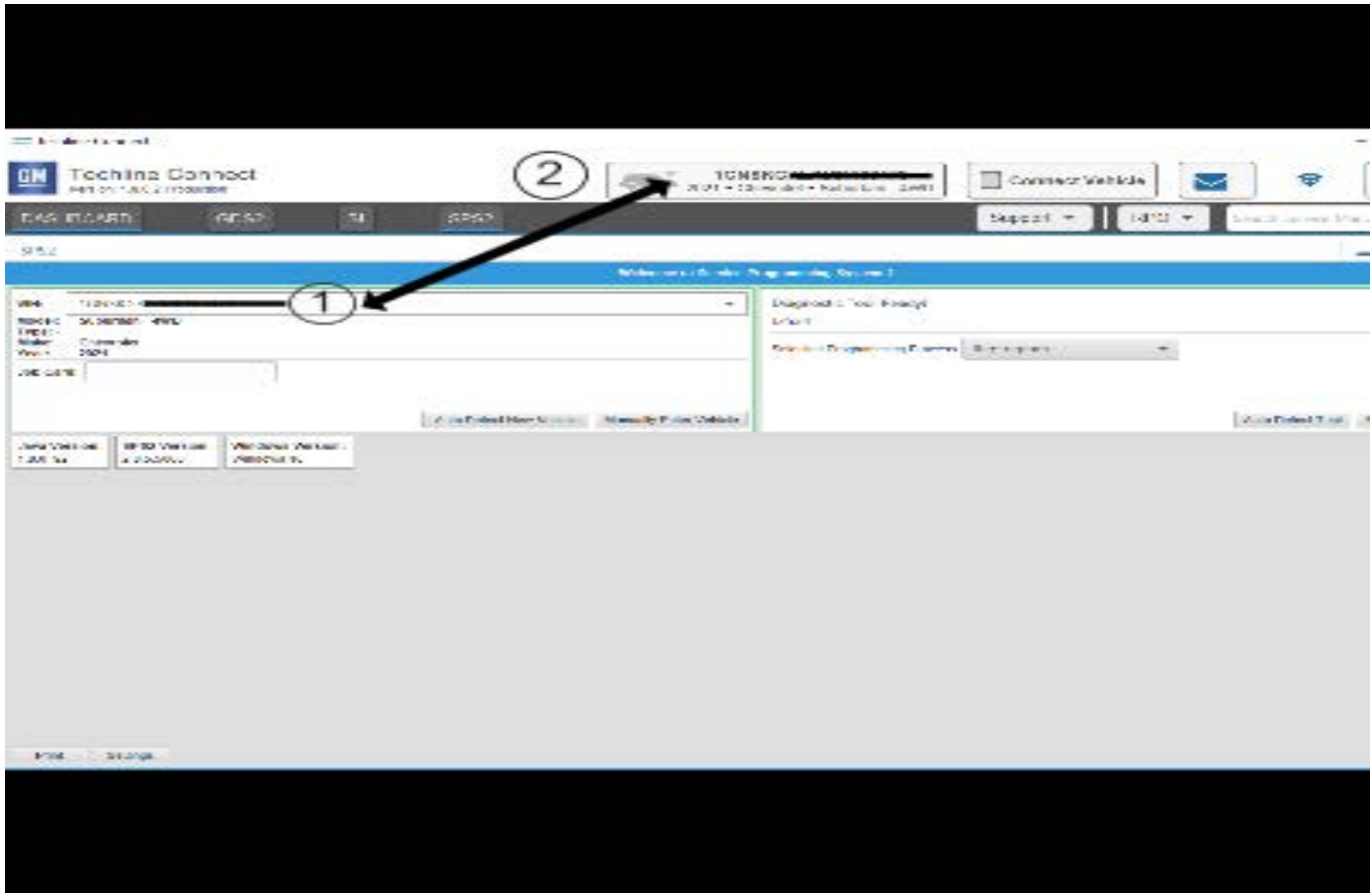
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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 12 V 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.
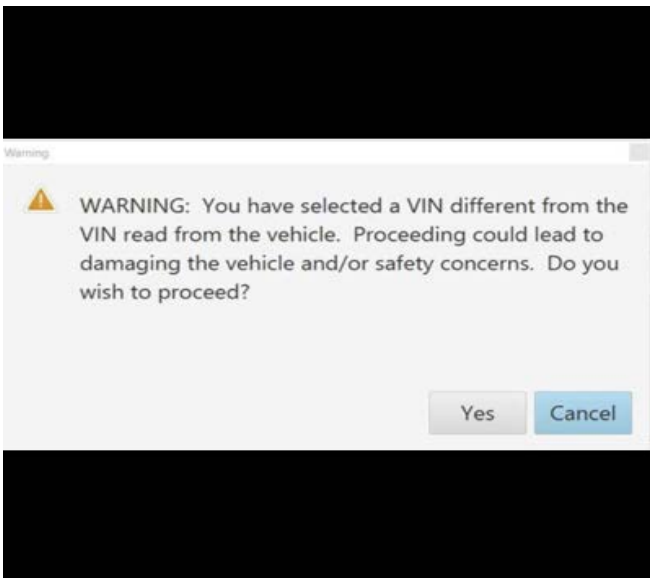
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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.
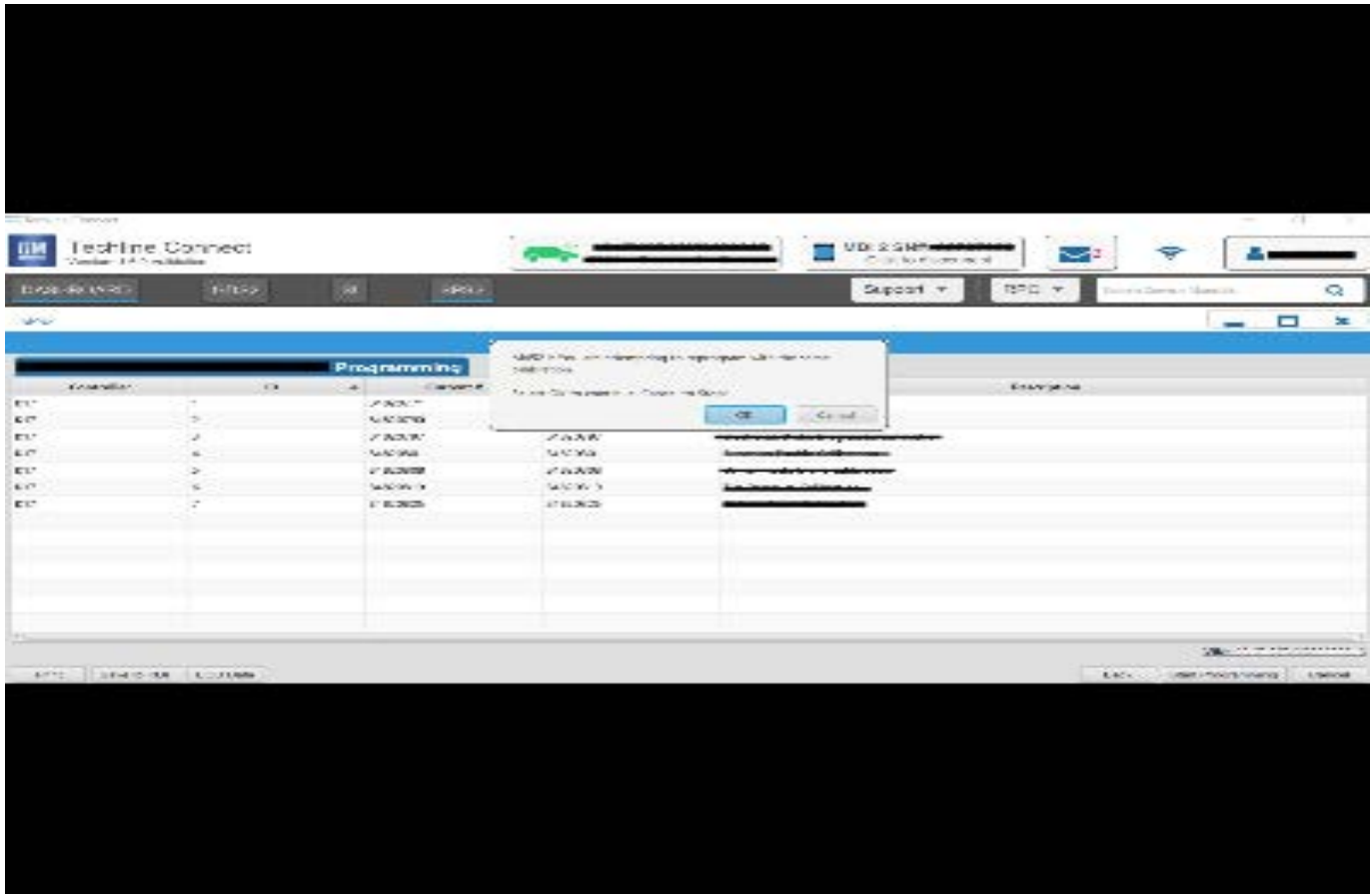

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Important: If the vehicle VIN DOES NOT match, the message below will be shown.

Warning

⚠ WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?

Yes   Cancel

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Important: Techline Connect screen shown above.

Important: If the same calibration/software warning is noted on the TLC 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. Document the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

1. Update the Radio module. Refer to *A11 Radio: Programming and Setup in the Service Manual*.

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Note: The screenshot above is 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 Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

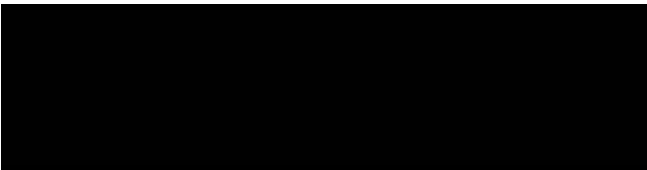2. Record the SPS Warranty Claim Code on the job card for warranty transaction submission.

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
2889368*	Radio Reprogramming with SPS/USB to V164 Update	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:

Labour Time [Top]

Labour Operation Code:
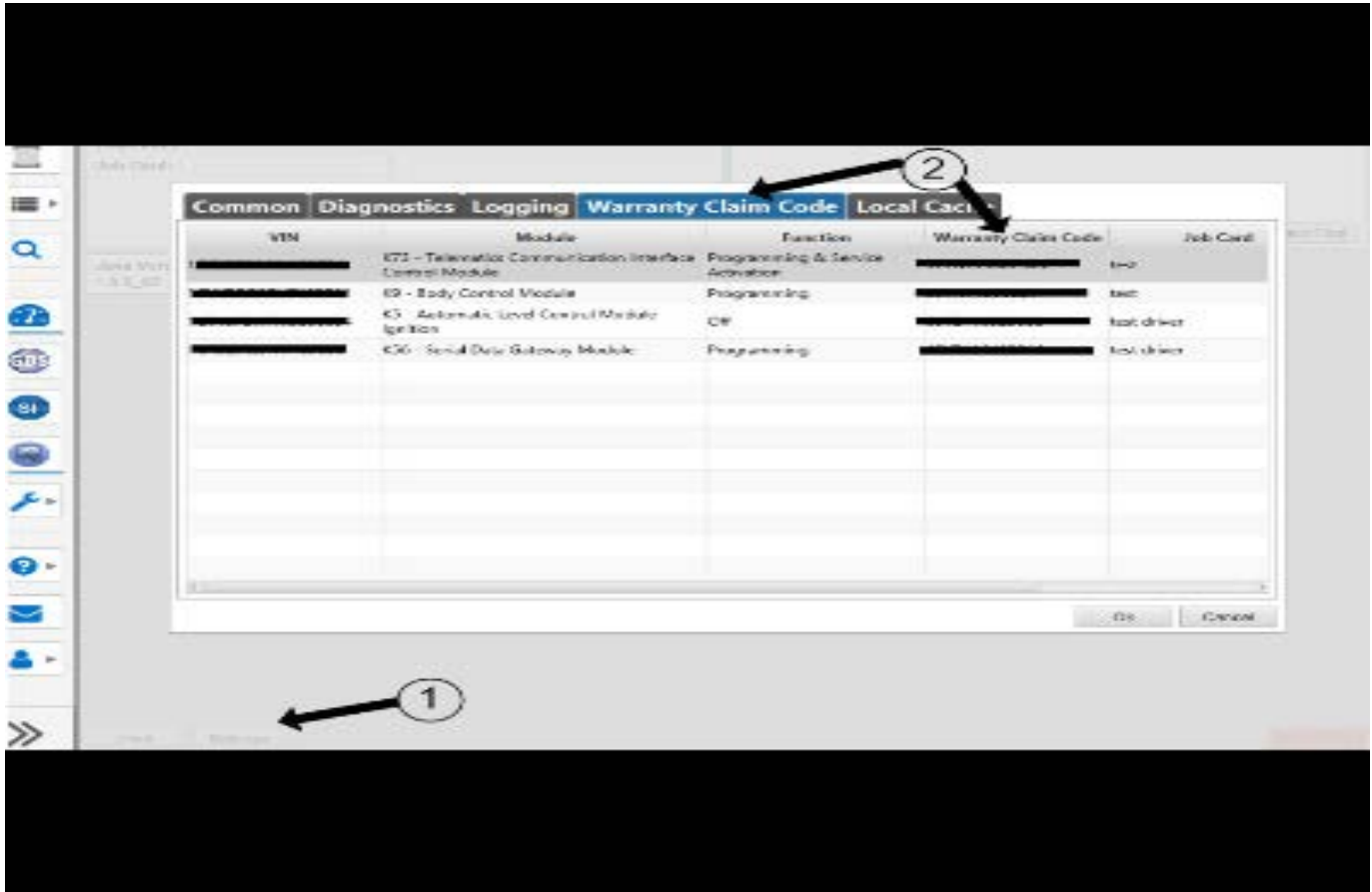
Additional labour op code information: SPS Warranty Claim Code:

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- The Warranty Claim Code must be accurately entered in the "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 "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS2.

Warranty Claim Code Information Retrieval

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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

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	2
Modified	Released March 15, 2023
	Revised April 04, 2023 – Removed the 2023 Chevrolet Silverado 1500 and Sierra 1500 models and removed the 2023 Model Year from Chevrolet Silverado 2500HD/3500HD and GMC Sierra 2500HD/3500HD models.