2016 - 2017 Corvette: Service Bulletin: #17-NA-025: Repeated Radio/display Resets, Volume Control Inoperative, Waiting for Update Media Message, Voice Command For Calling Bluetooth Phone Contacts Inoperative, Service Rear Vision System Message, Radi

#17-NA-025: Repeated Radio/display Resets, Volume Control Inoperative, Waiting for Update Media Message, Voice Command For Calling Bluetooth Phone Contacts Inoperative, Service Rear Vision System Message, Radio Turns On Unwanted At Startup, and/or Navigation Radio Destination State Defaults To WV - (Mar 3, 2017)

Subject:	Repeated Radio/display Resets, Volume Control Inoperative, Waiting for Update Media Message, Voice Command For Calling Bluetooth Phone Contacts Inoperative, Service Rear Vision System Message, Radio Turns On Unwanted At Startup, and/or Navigation Radio Destination State Defaults To WV
Attention:	This bulletin contains a unique labor code specifically for this reprogramming event. Please use the labor code listed in this bulletin when submitting the claim.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore Envision LaCrosse Regal	2016	2017			All	All
Cadillac	ATS CT6 CTS	2016	2017			All	All

	ELR Escalade Models XTS					
Cadillac	XT5	2017	2017		All	All
Chevrolet	Camaro Colorado Corvette Impala Malibu Silverado Suburban Tahoe	2016	2017		All	All
GMC	Canyon Sierra Yukon Models	2016	2017		All	All
GMC	Acadia (VIN N)	2017	2017		All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPO)	Equipped with IO5 and IO6
Condition	Some customers may comment on one or more of the following conditions: ◦ Random Infotainment system display resets while driving, screen temporarily goes blank

	and then returns after approximately 5 seconds.
	◦ The "waiting for update media" screen appears/appeared while driving and may disappear after 80 minutes.
	◦ The volume knob or slider bar (Cadillac) will not function.
	◦ Momentary black screen at start up.
	◦ Voice recognition inoperative for Calling Bluetooth Phone Contacts.
	◦ Seek buttons on the front controls will not function.
	◦ XM only shows radio ID. Station List is blank.
	◦ Radio will shut off and when restarting the vehicle the radio will turn on unwanted.
	• Service Rear Vision System Message displayed.
	• When entering an address using the touch screen the state selection defaults to West Virginia (WV) instead of Virginia (VA).
	Note: This software update also includes CarPlay and Android Auto Improvements.
Cause	This may be due to a software anomaly.

Correction

If you encounter a vehicle with the above concern, check the HMI build version.

Verify the HMI build version by completing the following:

To verify the HMI build version, on the radio, push the following button combination together (refer to chart below), then select HMI from the onboard development screen.

Buick	Power+Menu+Home - release Home first after Development screen is displayed
Cadillac	Home+Volume down or Home+Mute
Chevrolet	Power+Home+Back or Power+Home+Menu
GMC	Power+Menu+Home

Once in Development Screen press HMI and document the Buildversion-Custverstring

If the software is one of the following, reprogram the Human Machine Interface Control Module. Refer to *Human Machine Interface Control Module Programming and Setup* in SI.

- 2016 Models - 15.1A044
- 2016 Models - 15.1A052
- 2016 Models - 15.2B033
- 2017 Models - 16.1B027

If the software is one of the following, refer to SI for further diagnosis.

- 2017 Models - 16.2B018
- 2017 Models - 16.3B020

To program an existing control module, perform the following procedure:

Note: The vehicle must remain in PARK during the programming procedure.

1. Install the *EL-49642* SPS Programming Support Tool.
2. Connect a USB drive to the computer.

   Important: A 8GB USB will be needed for this update.

   Note: If issues loading to USB, verify USB format is FAT32.

3. Access the Service Programming System (SPS) and follow the on-screen instructions.
4. On the SPS Supported Controllers screen, select K74 Human Machine Interface Control Module – USB Copy/ USB File Transfer.

   Note: If there are no files available for USB transfer via SPS, proceed to step 10.

   Note: Software currently loaded on the USB Drive will be verified and if files are incorrect they will be deleted and correct files will be loaded. If files residing on the USB Drive are correct for the vehicle being serviced, the Techline terminal will not delete those files and allow the drive to be re-used.

5. Upon completion of the file transfer, remove the USB drive from the computer.
6. Ignition ON, infotainment system ON.

   Note: The HMI will not allow the installation of the same software version via USB. If the same software is detected the installation process will not start.

7. Connect the USB drive to the USB port in the vehicle.

Important: Before installing USB, verify that no other USBs are installed in the USB ports.

8. The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted. Programming will take several minutes.
9. Upon completion of programming, remove the USB drive. Follow the infotainment display on-screen instructions.
10. Access the Service Programming System (SPS) and follow the on-screen instructions.
11. On the SPS Supported Controllers screen, select K74 Human Machine Interface Control Module – Programming and follow the on-screen instructions.
12. At the end of programming, choose the "Clear DTCs" function on the SPS screen.
13. Ignition OFF, Retained Accessory Power (RAP) OFF, remove the key fob from range of the vehicle, and let the vehicle sit for five minutes. Retest system operation to verify the repair.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
9800003	2016-2017 Service Reprogramming for HMI IO5 or IO6	0.6 hr

Version	2
Modified	March 3, 2017 – Added Buick Encore and Envision models and removed fixing HVAC control function not showing on main display fix.