



Program Bulletin



CUSTOMER SATISFACTION PROGRAM

SUBJECT: Infotainment System Software Upgrade

MODELS: 2011 Chevrolet Lumina & Caprice

CONDITION

A condition can occur where the Infotainment software may reconfigure the system settings to a different brand or vehicle type on **Certain** 2011 model year Chevrolet Lumina & Caprice vehicles.

In addition to addressing general bug fixes to improve user experience, the revised software will also deliver a more user-friendly interface which includes improvements to iPod® and Bluetooth® features.

CORRECTION

Dealers are to reprogram the Infotainment system on affected vehicles with revised software and provide a copy of the revised owners manual insert to the vehicle owner.

VEHICLES INVOLVED

Involved are **certain** 2011 model year Chevrolet Lumina, Caprice & Omega vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2011	Chevrolet	Lumina	6G1EK5D26BL500380	6G1EP5E26BL540037
2011	Chevrolet	Caprice	6G1MK5C2XBL500332	6G1MK5C2XBL541804

For dealers with involved vehicles, a listing of involved vehicles containing the complete vehicle identification number has been prepared and is provided with this bulletin.

PART INFORMATION

NO PARTS ARE REQUIRED FOR THIS ACTION

SERVICE PROCEDURE

Revised Infotainment system software has been released to TIS2WEB.

To SPS the Infotainment system a number of devices are required. They are:

- General Motors approved **programming** USB memory stick 4GB (figure 1)
- General Motors approved **programming** SD card 4GB (figure 2)
- Computer with Global Connect access and an SD card slot. If your computer does not have an SD card slot then an SD card to USB port adapter is required.
- MDI



Figure 1



Figure 2

1. Due to the time requirements of programming attach a Battery Maintainer to the vehicle to maintain voltage.
2. Record all the radio station presets on all 3 favourite pages with all keys (if available) for later programming.
3. Connect MDI to the PC and vehicle – turn the ignition on and open TIS2WEB and select the SPS option. Click “Starts SPS” and follow the prompts in the usual manner.
4. Select “J2534 MDI” and “Reprogram ECU” and click “Next”. Follow the screen prompts to select the vehicle type. Ensure the VIN and Salesmake are correct.

5. Make the following selections as shown in figure 3 then click “Next”.

- In the top field (Select Controller) select “IRC Audio System”
- In the middle field (select function/sequence) select “1. Copy Files to Memory Device”
- In the bottom field (Select programming type) select “Normal”

then click “Next”.

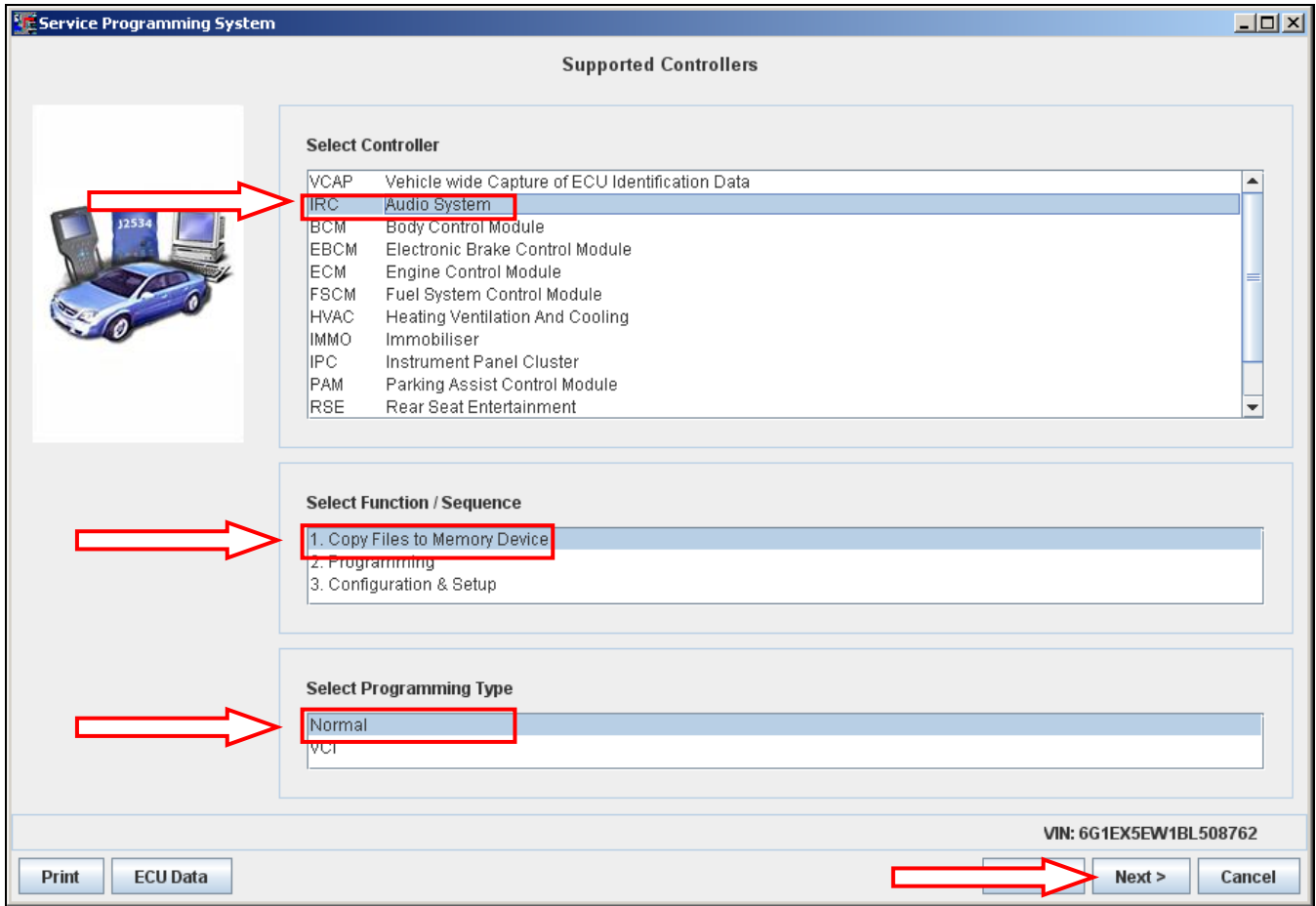


Figure 3

If the vehicle is equipped with Navigation GOTO step 8
If the vehicle is NOT equipped with Navigation GOTO step 20

- 6. From the dropdown select the “SD-Navi Data” option as shown in figure 4 and click “Next”.

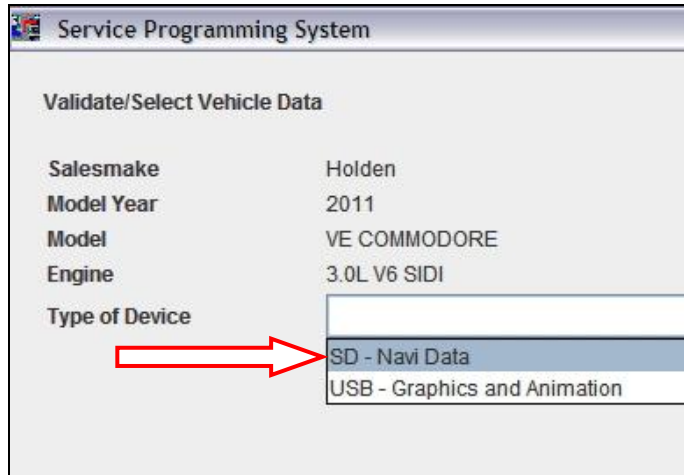


Figure 4

- 7. If prompted, select the trim on the vehicle as shown in figure 5. Check the RPO codes in TIS2WEB if you are unsure of the trim.

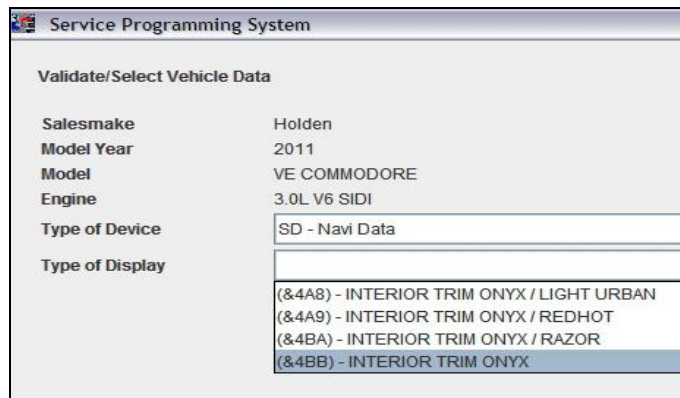


Figure 5

- 8. The Software details will be displayed on the Summary screen as shown in figure 6. Print this summary using the print button in the bottom left corner. Attach the summary to the RO. Click “Next”.

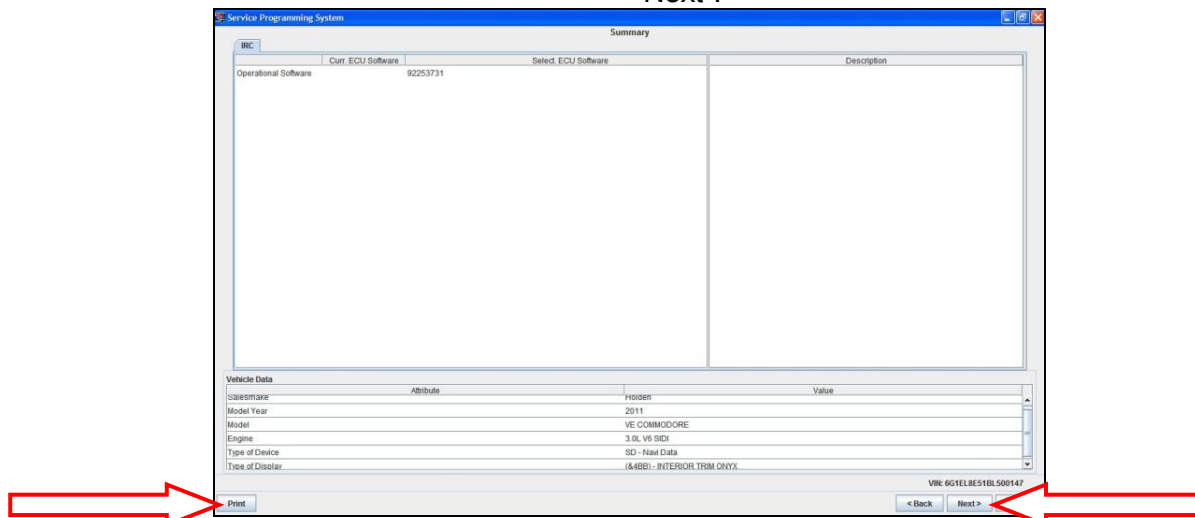


Figure 6

- 9. The 12 step (only 5 shown in figure 7) pre-programming instructions tell you what will occur and what actions you should take, refer figure 7.

(This page can be printed for reference)

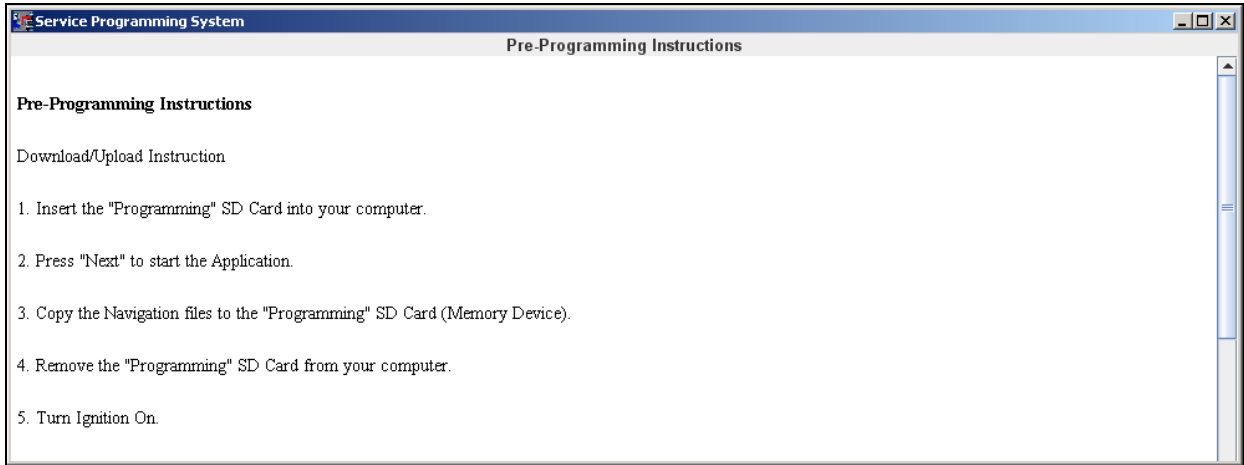


Figure 7

- 10. Remove all external memory devices such as USB sticks from the PC to avoid confusion. Insert the **Programming** SD card into the PC SD card slot or card reader. Click "Next" and follow the prompts. Data will be downloaded from the server to the computer.
- 11. The SD card will be displayed as a memory device as shown in figure 8. If all other devices were removed as instructed in step 10, the SD card should be the only device listed. Select the SD card and click "Next".

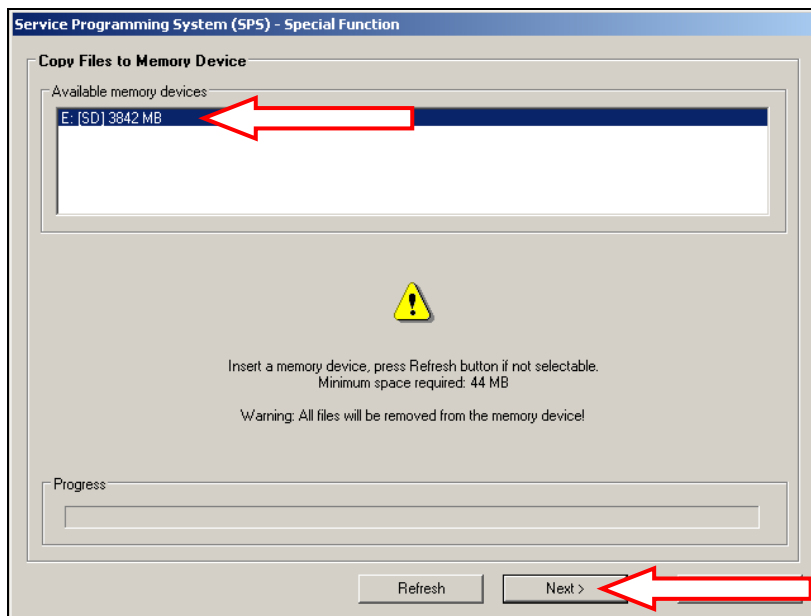


Figure 8

- After selecting the SD card, the data will be transferred to it as shown in figure 9.
- Any existing files on the SD card will be wiped first.

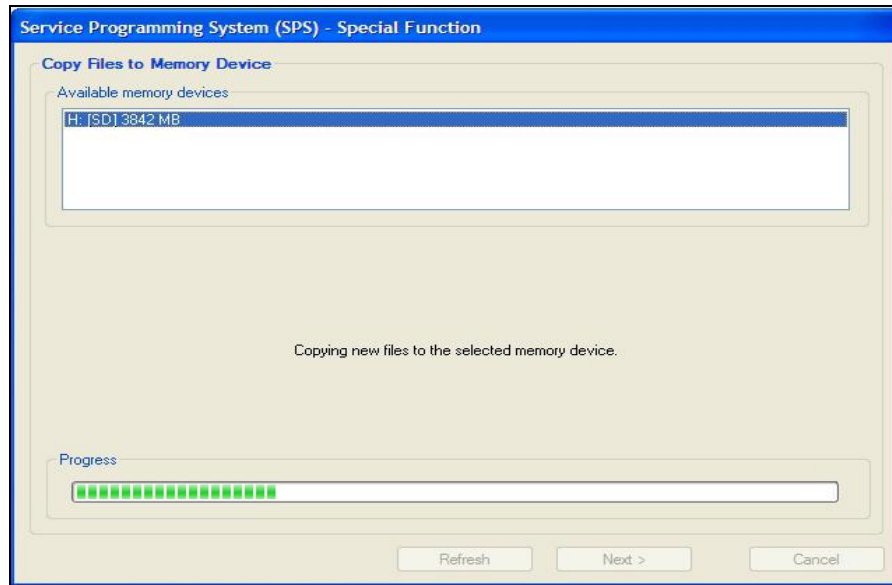


Figure 9

12. When the screen displays as in figure 10, click finish and remove the **Programming** SD card from the PC.

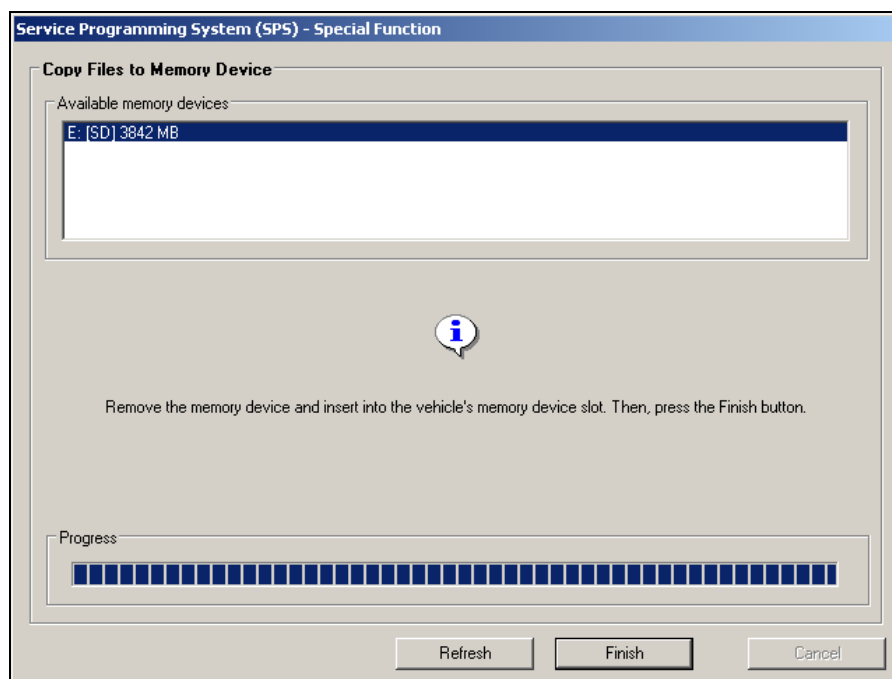


Figure 10

13. **IMPORTANT** - Ensure the ignition is ON and the radio is ON. Press the NAV button on the radio to show the NAV screen.
14. Remove the driver's side console side trim to access the side of the radio. Remove the **MAP** SD card from the SD card slot on the side of the radio by pushing the card inwards. The card will then release and can be removed. Figure 11 shows the card slot in the radio viewed from the driver's side.

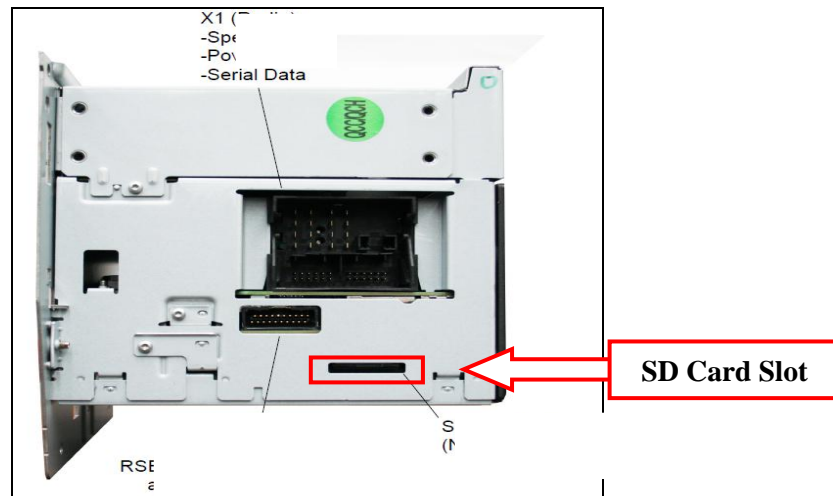


Figure 11

15. When the **Map** SD Card is removed from the vehicle a warning screen will be shown on the touch screen shown in figure 12.



Figure 12

16. Insert the **Programming** SD card (previously removed from the PC) into the card slot of the radio.
 - The Nav programming will start automatically after approx 15 seconds.
 - A blue screen will appear on the touch screen as shown in figure 13.
 - **NOTE** - Do NOT touch any keys during the programming. If the screen changes to a different view, wait as the programming view should come back.



Figure 13

- After the programming has finished the radio screen will display as shown in figure 14.



Figure 14

17. Remove the **programming** SD card from the radio and re-install the **map** SD card previously removed from the radio.

NOTE - Turn the ignition off and open then close the driver's door. Ensure the radio turns off. Wait for a minimum of 30 seconds.

18. Turn ON the ignition. In TIS2WEB click “Proceed with same VIN” as shown in figure 15 and follow the prompts. Ensure the vehicle VIN number and Salesmake are correct. Click “Next” and follow the prompts.

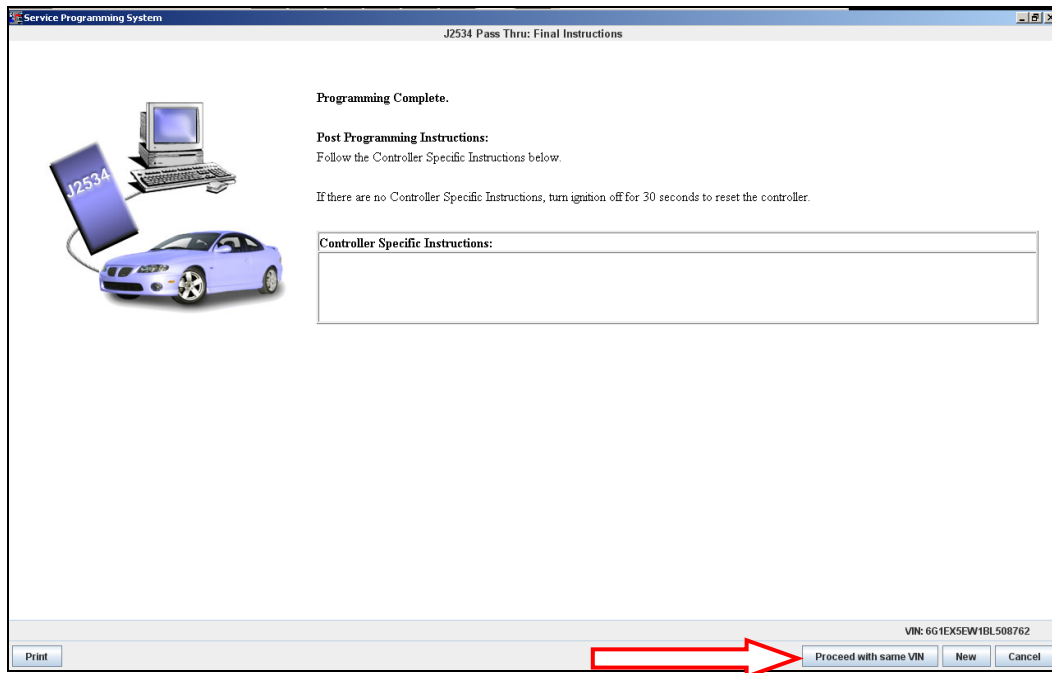


Figure 15

19. Make the following selections as shown in figure 16 then click “Next”.

- In the top field (Select Controller) select “IRC Audio System”
- In the middle field (select function/sequence) select “1. Copy Files to Memory Device”
- In the bottom field (Select programming type) select “Normal”

then click “Next”.

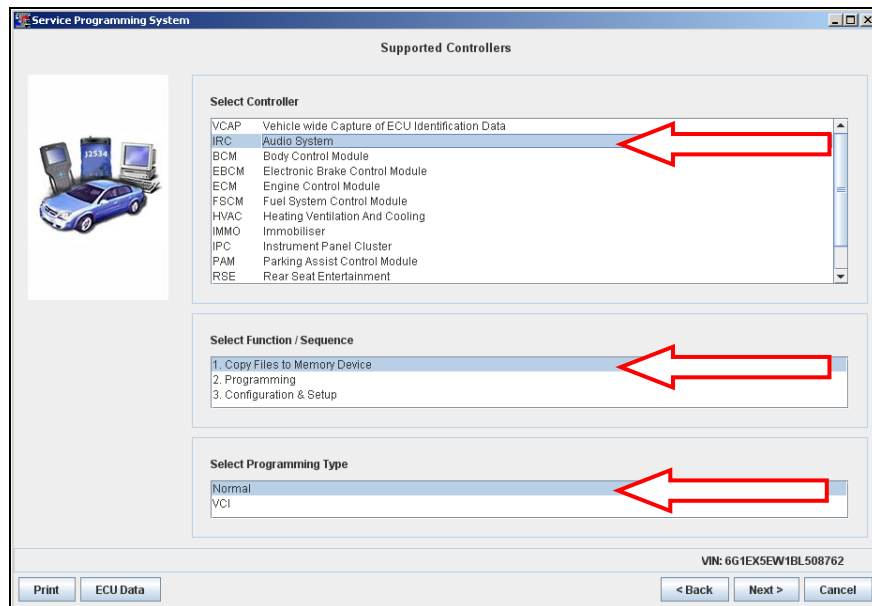


Figure 16

20. Select USB – Graphics and Animation as shown in figure 17 and select “Next”.

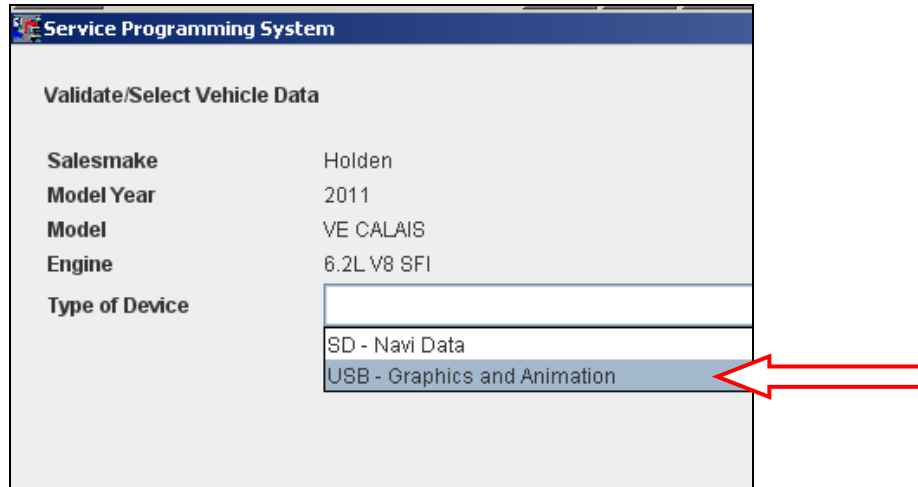


Figure 17

21. The software summary screen will be shown. Print the summary using the print button in the bottom left corner. Attach the print out to the RO. Click “Next”.

22. The 5 steps in the pre-programming instructions tell you what will occur and what actions you should take see figure 18.

(This page can be printed for reference)

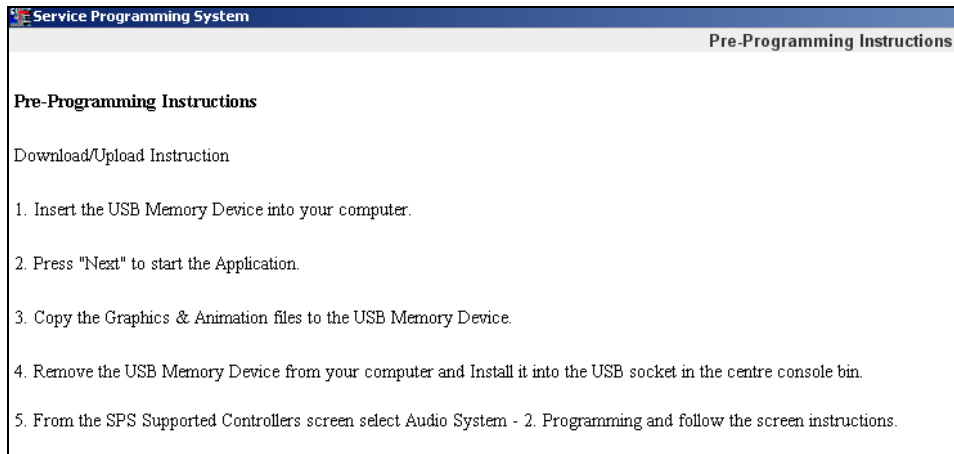


Figure 18

23. Remove all external memory devices such as USB sticks from the PC to avoid confusion. Insert the programming USB stick into the PC USB port.

- The USB stick will appear in the memory device list.
- The data will be copied to the USB.
- Any files on the USB will be wiped before the data is loaded onto it.

24. Select the USB Device and click “Next” as shown in figure 19.

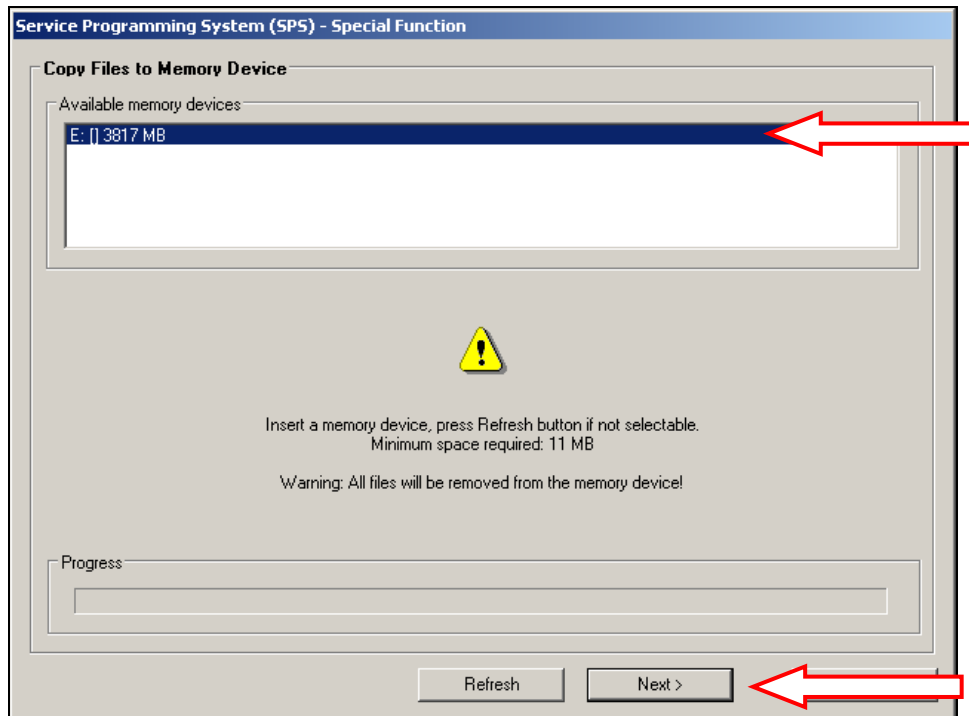


Figure 19

25. Click Finish as shown in figure 20.

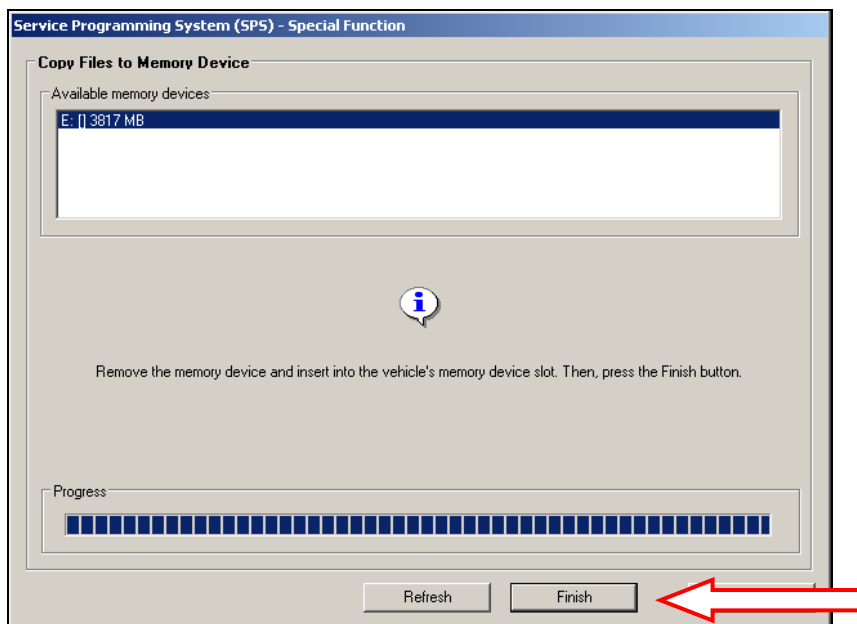


Figure 20

- **NOTE** - Ensure the radio is turned on press the radio button to show the radio screen.

26. Remove the USB stick from the PC. In preparation for programming later, insert the USB stick into the vehicle USB Port as shown in figure 21.



Figure 21

- **NOTE** – “USB Device Empty” will momentarily show in the radio display. Programming will not commence yet. Continue to step 27.

27. In TIS2WEB, click “Proceed with same VIN” as shown in figure 22. Follow the prompts. Ensure the VIN Number and Sales make are correct. Click “Next”.

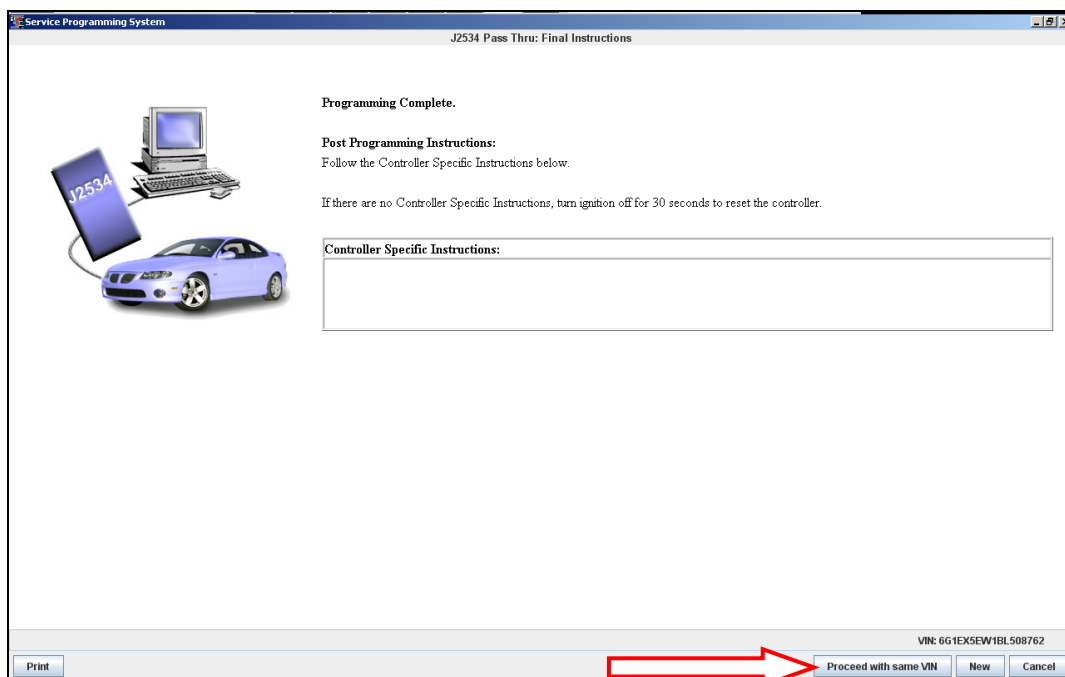


Figure 22

28. Make the following selections as shown in figure 23 then click “Next”.

- In the top field (Select Controller) select “IRC Audio System”
- In the middle field (Select function/sequence) select “2. Programming”
- In the bottom field (Select programming type) select “Normal”

then click “Next”.

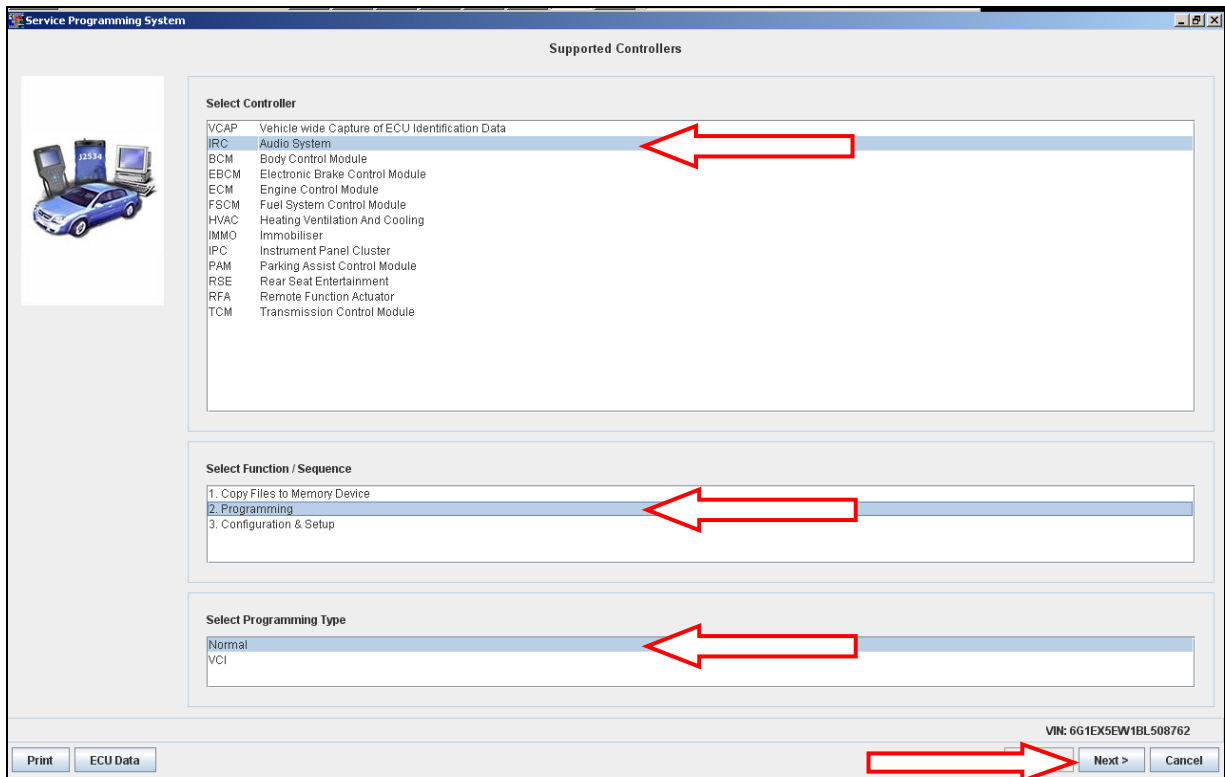


Figure 23

29. Select Radio and click “Next” as shown in Figure 24.

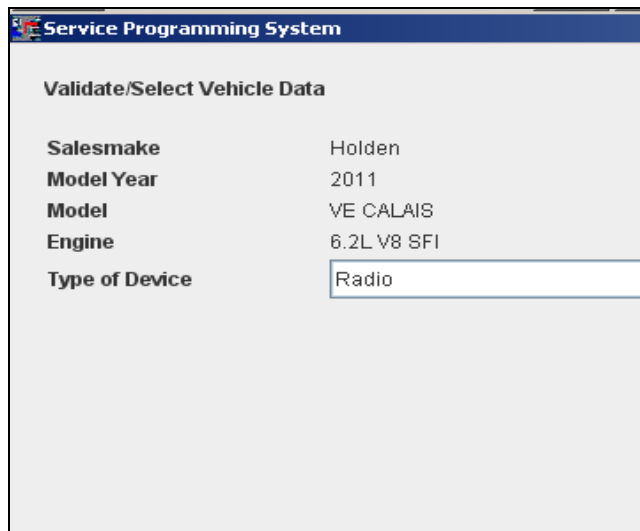


Figure 24

30. The summary screen will show as in figure 25. Print this page using the “print” button in the bottom left hand corner and attach the print out to the RO. Click “Next”.

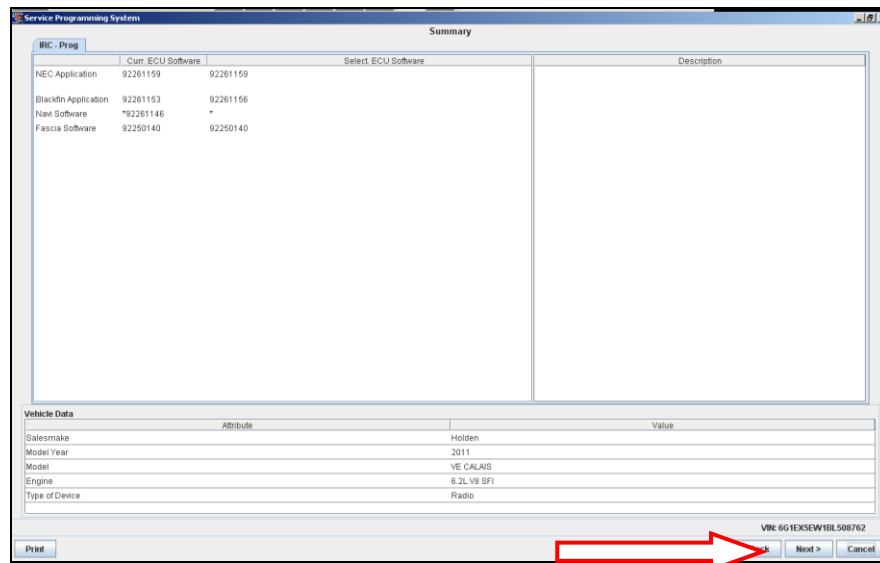


Figure 25

31. Ensure the USB stick is plugged in the vehicle USB Port as instructed in step 26. Click “Next”.

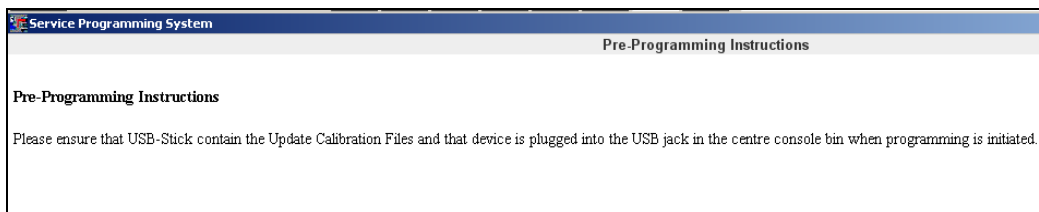


Figure 26

- The radio Display will momentarily go black then display a blue screen as shown in figure 27.

NOTE: During the first stage of this programming step, the radio will display “**downloading VUC**”. Progress will be displayed in a %. Refer figure 27.

The second stage of programming is “**initiate BF download**”. It is important to watch the “**Progress**” and “**Status**” at the beginning of this stage to make sure the USB is recognised. Refer figure 28.

If “**Pending USB Insertion**” is show in the “status” field and the “progress” field is counting down as shown in figure 28, then the USB stick has not been recognised. Ensure the USB stick is fully inserted into the USB Port in the console. Remove and reinsert the USB stick to ensure the programming starts before the “progress” reaches 0.

If the progress counter reaches 0 and the USB is not inserted or not recognised, the programming will stop but will automatically restart again from the start of the “**downloading VUC**” stage. Ensure the USB is inserted and watch again to ensure the USB is recognised during the “**initiate BF download**” stage.

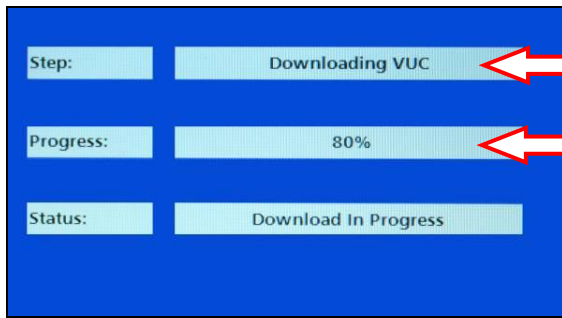


Figure 27

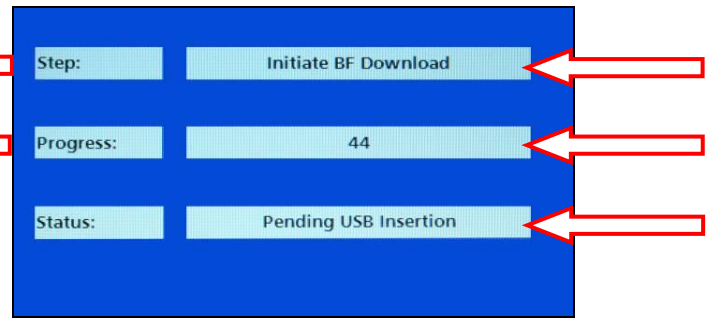


Figure 28

- 32. After programming the touch screen will go black for approx 2 minutes. After this time the touch screen will then illuminate and show the radio display.
 - 33. Once the radio screen has come back on, click “Proceed with same VIN” in TIS2WEB. Ensure the VIN Number and Salesmake are correct then click “Next” and follow the prompts.
 - 34. Make the following selections as shown in figure 29 then click “Next”.
 - In the top field (Select Controller) select “IRC Audio System”
 - In the middle field (Select function/sequence) select “3. Configuration and Setup”
 - In the bottom field (Select programming type) select “Normal”
- then click “Next”.

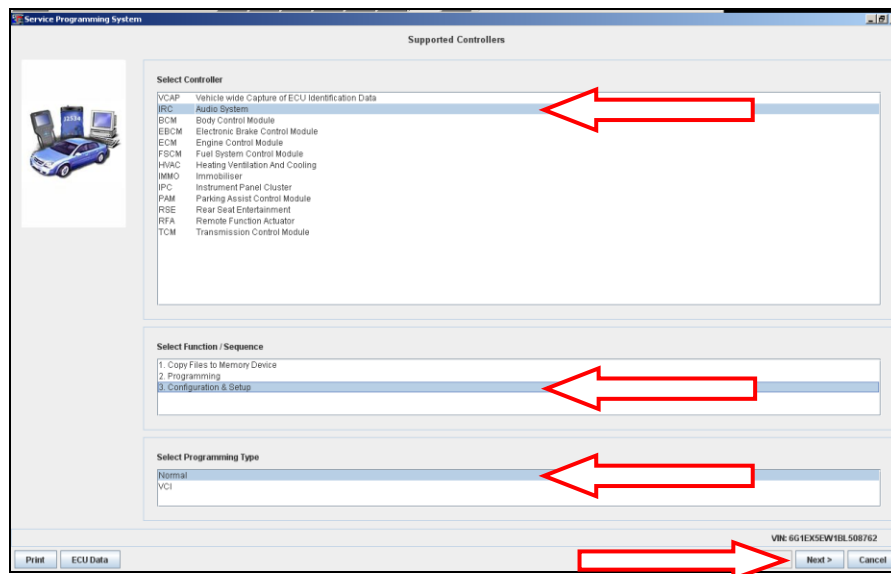


Figure 29

- 35. The software summary screen will be shown. Print the summary using the “Print” button in the bottom left corner and attach it to the RO. Click “Next”.

36. Select both the “ECU Configuration/Reconfiguration” option and the “ECU Setup (Basis Configuration)” option as shown in figure 30 Click “Next”.

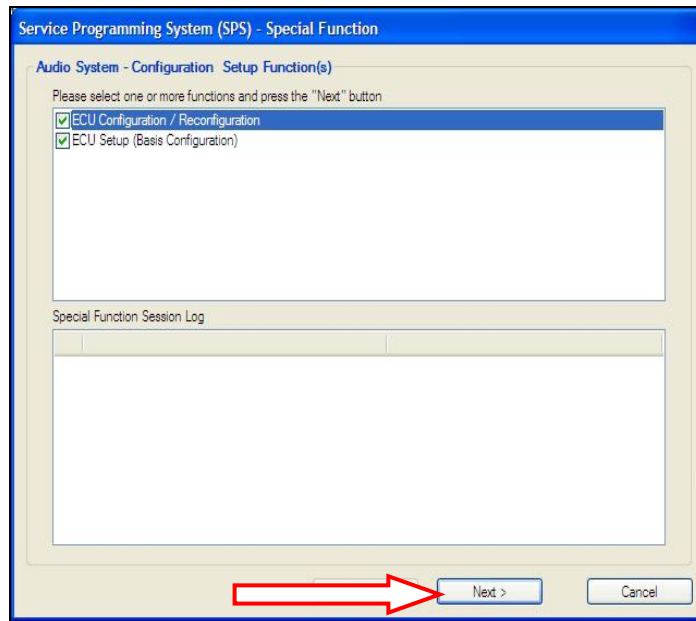


Figure 30

37. Set the configuration options by clicking the “Set to defaults” button as shown in figure 31 Verify the displayed values are correct for the vehicle then click “Next”.

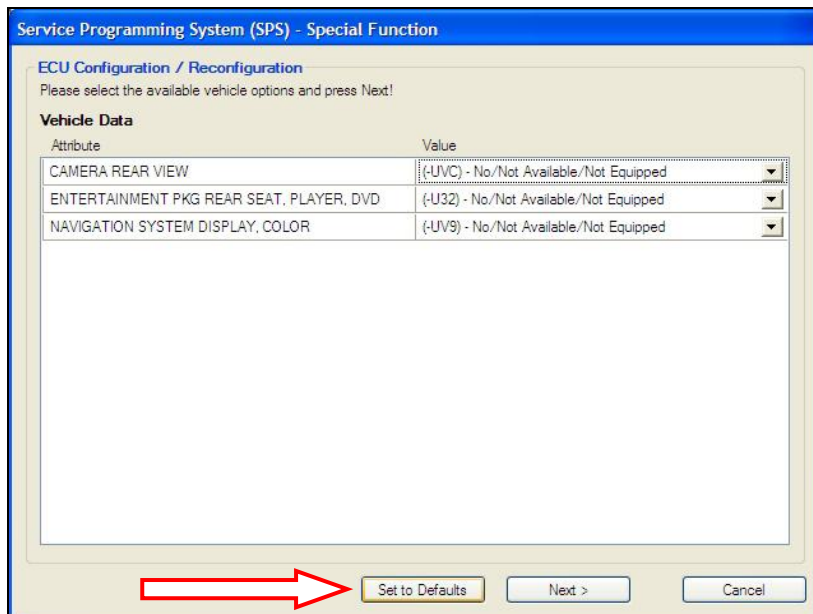


Figure 31

38. When the configuration has completed click “Finish” as shown in figure 32.

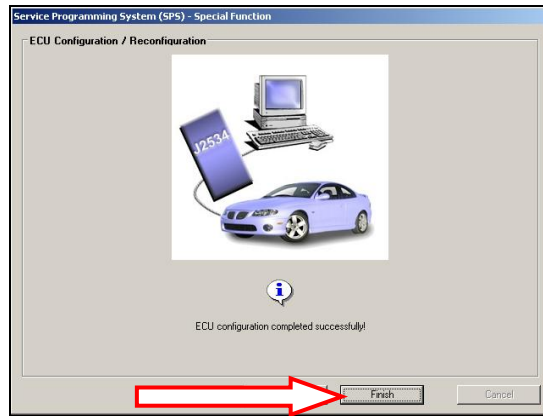


Figure 32

39. A special function screen will prompt you to turn on the ignition, ensure the ignition is on and click “Next” as shown in figure 33.

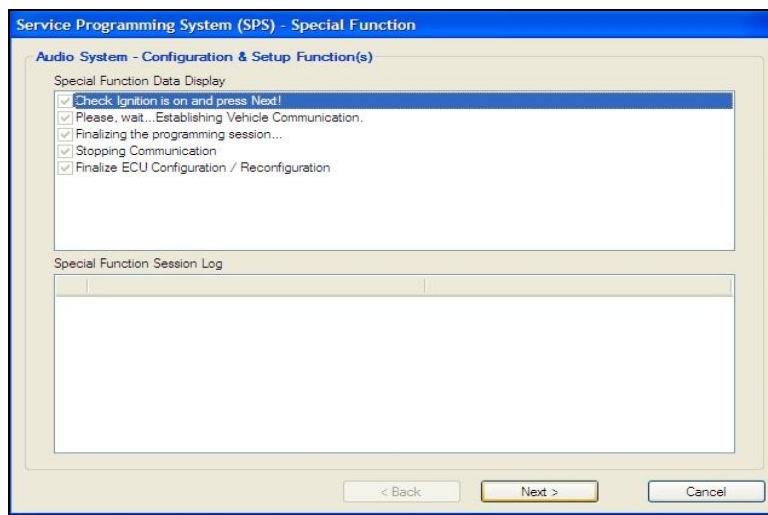


Figure 33

40. A countdown timer will be displayed in TIS2WEB as shown in figure 34. During this time the touch screen will go black and remain black for up to 3 minutes.

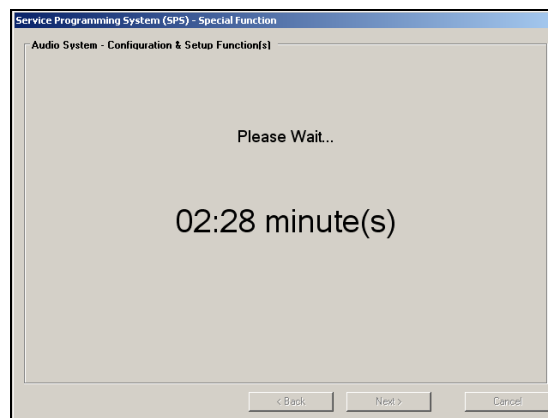


Figure 34

41. Click Finish as shown in Figure 35.

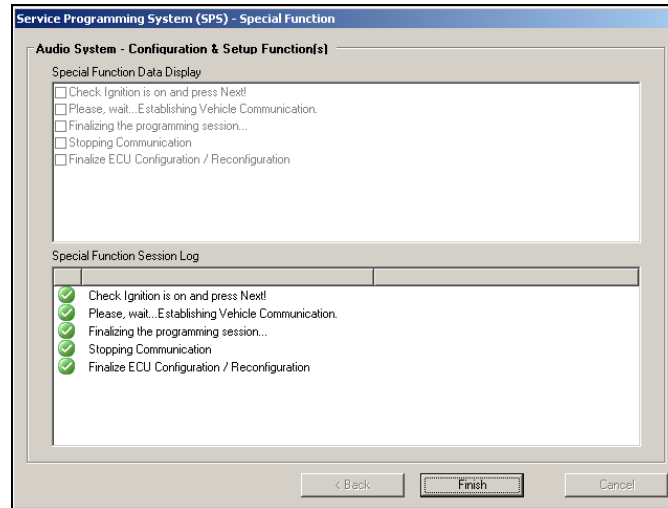


Figure 35

42. The screen in figure 36 will show after the programming is complete. Follow the onscreen instructions, then click “Cancel”.

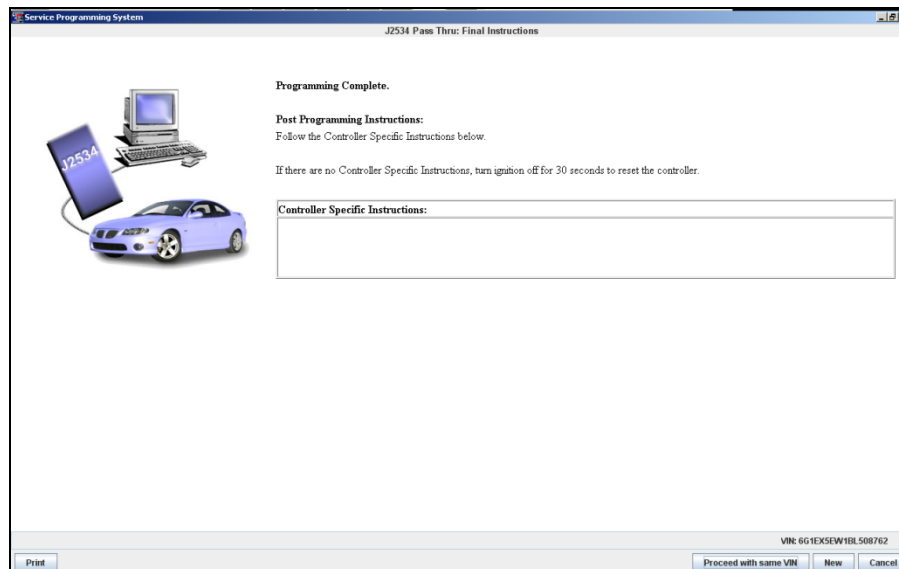


Figure 36

43. Remove the USB stick from the vehicle.

44. Refit the previously removed driver's side console trim.

45. Ensure that print out of “Summary Screens” showing the OLD and NEW calibrations are attached to the R/O. This is carried out at the following various STEPS.

- STEP 8 – For vehicles fitted with SAT-NAV only.
- STEP 30 – For vehicles fitted with and without SAT-NAV.
- STEP 35 – For vehicles fitted with and without SAT-NAV.

46. If the spare keys were not available at the time the Infotainment System was upgraded, Service staff should inform the customer that "Radio Favorites" for the second key have not been set will reset to factory settings.
47. Dealers must provide a copy of the revised operating guide for the updated software for reference and insertion into the vehicle owners manual. (**Attached with the bulletin**)

WARRANTY TRANSACTION INFORMATION

Submit a claim using the table below.

Labor Code	Description	Labor Time
V2432	Reprogram Infotainment System (without Sat Nav)	0.8
	Add: Reprogram Infotainment System (with Sat Nav)	0.1

CUSTOMER NOTIFICATION

Dealers should notify customers as per normal Customer Satisfaction program procedure.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

- *Operating guidelines for the updated software are also attached for your reference and insertion into your Owners Manual.*
- *Your Chevrolet Infotainment System uses Bluetooth Protocol Base Band Version 2.0 and supports profiles:

 - *HFP: 1.5 (version v10r00)*
 - *ATDP: version 1.2*
 - *AVRCP: version 1.3*
 - *PBAP: version 1.0**

