

2022 CHEVROLET CORVETTE SERVICE MANUAL

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Over The Air Description and Operation

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Over The Air (OTA) Description

The Over The Air (OTA) feature was designed to install vehicle software updates remotely. Remote software update is an in-vehicle feature that enables the installation of a software package to update certain modules without requiring service test equipment to be physically connected to the vehicle. Remote software updates will utilize a long range or short range connection from the host module to a remote IT system. There must be an active 4G LTE or WiFi connection to download and install vehicle software updates. The customer does not need an active OnStar subscription but they do need to accept the vehicle Terms and Conditions to be eligible to receive OTA vehicle software updates.

Note:

Fleet vehicles must be activated as a Fleet account (not a business account) and require a separate Terms and Conditions agreement to be completed. Please see your fleet administrator for assistance with completing this agreement.

OTA software updates that are pushed to vehicles remotely continue to expand in frequency and use on GM models. Vehicles using the Global A electrical architecture can support three modules for OTA updates, such as the radio, OnStar, and Serial Data Gateway modules.

The new Vehicle Intelligence Platform (VIP) electrical architecture, introduced on some 2020 vehicles and beyond, powers a new electronic system that is capable of managing up to 4.5 terabytes of data processing power per hour, which is a fivefold increase in capability over the previous Global A electrical architecture. On vehicles using the VIP architecture, virtually all modules can support OTA updates, which means that the OTA software is not only for the infotainment system.

When an OTA update has been downloaded to a vehicle and is available to be installed, a message is displayed on the infotainment screen notifying the driver of the impending update. The message to accept and install an OTA update will not appear until the minimum values for the battery State of Charge (SOC) and Outside Ambient Temperature (OAT) are met.

OTA Software Download

An OTA update can be pushed to a vehicle while the vehicle is parked or being driven. There is an option for notification to the driver that the software update is being downloaded to the vehicle, the default setting is set to off. Battery SOC and OAT values are not checked before a download. These checks are only performed once the software update is downloaded and ready to be installed.

The OTA software download can occur in increments. Download will not be paused while the vehicle is being driven, it continues in the background. If the vehicle is turned off the download will continue for a maximum of 10 minutes. If the download did not complete it will continue on the next ignition cycle from where it stopped.

Installing an Update

Once the OTA software is downloaded, a message on the infotainment screen will display a prompt to accept the installation. The customer does not need to remain in the vehicle during the installation of the software. However, the vehicle cannot be driven during the installation and certain vehicle features may not be available. It's not required for the ignition to be ON for the installation to begin.

Installation time will vary based on the size of the update. The average installation will take approximately 15 minutes. Depending on the module, it

may take longer to complete. The "Accept" message on the infotainment screen will provide an estimation of the approximate installation time. The customer may also comment that the radio appears to stay on after exiting the vehicle.

Deferring or Declining an Update

When an OTA update is downloaded, customers have the option to defer or decline the installation. The standard policy for OTA software updates is to set the customer notifications to 30 ignitions cycles. If the customer does not act upon the prompts within this counter, the update package is removed from the vehicle.

If a customer ignores the notification, the ignition cycle counter decreases by one immediately.

If the customer defers the installation by selecting the "Remind Me Later" option, the ignition cycle counter decreases by one, but it will not decrease again until after the customer-selected "Remind Me Later" period, regardless of the number of ignition cycles that occur during that period. For example, if 24 hours is selected for the next remind me time frame and I did 20 ignition cycles, those 20 ignition cycles do not decrease the ignition cycle counter.

Note:

For customer use case, standard operating procedure for campaign is to set the notifications to 30 ignitions cycles. If the Customer does not act upon the prompts within this counter, the package / invite is removed from the vehicle. In this scenario, we will wait 2 weeks and re-enroll back into the campaign. FYI: this counter can be selected from 1 to 999 ignition cycles when setting up the campaign.

If the OTA update installation is deferred by the customer, it can be installed at a later date through the Vehicle Software menu under Settings > System on the infotainment screen.

If the customer selects the "Decline Update" option, the update package is immediately removed from the vehicle. In this case, the vehicle will not be re-enrolled to receive the OTA update at a later date, unless the update is a Field Action. OTA updates will not be installed in a vehicle without a customer's consent. There is one exception use case. A Constraint Consent use case there is a "May day" counter set in the vehicle, typically 10 ignition cycles. The Customer has that many ignition cycles to complete the update. Upon using all notifications, the installation will take place once this counter has expired. This use case is only for Cyber Critical recall Field Actions and requires Global Safety Field Investigations approval to utilize this use case. To date, this use case has not been used for any field actions.

Unable to Complete

There are a number of criteria that must be met in order to successfully complete the software update installation on a vehicle. The most common cause of being unable to complete an installation is the State of Charge (SOC) of the 12V battery. If the 12V battery does not meet the minimum SOC requirement of 70 percent or greater along with an Outside Ambient Temperature (OAT) greater than 14°F (-10°C), the OTA update installation will not occur. The colder the ambient air temperature is, the higher the target SOC becomes. To determine the battery SOC for VIP vehicles, go to BCM/12V Battery/Battery Sensor Module "State of Charge" in GDS 2.

There may be other conditions that will affect an OTA update installation. If any of these conditions are present, a "Vehicle Conditions Not Ideal" message may display on the infotainment screen stating that conditions are not ideal to proceed with the update installation. These conditions do not indicate a failure; only that the vehicle does not meet all the criteria necessary to complete the OTA update installation.

Some customers may comment that the radio appears to stay on or is backlit after exiting the vehicle. If this occurs, it's a telltale sign that an OTA update is in progress.

Proper Battery Charging

If a low battery SOC is preventing the OTA update installation, the 12V battery should be charged to meet the target SOC of 70 percent.

On some GM models, connecting the battery charger directly to the 12V battery posts will bypass the Battery Sensor Module, resulting in a default SOC value of 65 percent and a "Conditions Not Met" message.

Note:

The Battery Sensor Module is attached directly to the battery negative terminal. It determines the battery condition by calculating the battery SOC, functions, and state of health, which is used to help determine if the 12V Stop/Start system will allow an Auto Stop when the vehicle has come to a stop. To properly charge the battery, the negative lead of the charger must be connected to chassis ground, and not directly to the negative battery post. Connecting to chassis ground allows current to flow through the Battery Sensor Module during charging as well as be monitored. Connecting directly to the negative battery post charges the battery, but the current cannot be monitored by the Battery Sensor Module.

If a battery is improperly charged, the Battery Sensor Learn will be required to calibrate the Battery Sensor Module. With the ignition off, let the vehicle rest for a minimum of four hours without any interruptions (opening a door, using the key fob, etc.). Verify if the battery SOC is 70 percent or greater using GDS 2 before attempting to continue with an OTA update.