



Service Bulletin

PRELIMINARY INFORMATION

Subject: Unable To Perform An IPC USB Programming Event After The Android Auto Upgrade Has Been Done

Models: 2016 Chevrolet Silverado, Suburban, Tahoe
2016 GMC Sierra and Yukon Models
With Colored IPC Display RPO UDD

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

On certain 2016 models Full Size Trucks/Utilities, equipped with the Colored IPC Display RPO UDD, may have an issue performing the USB file transfer portion of the IPC programming process if the Android Auto upgrade (bulletin 16-NA-042) has been done previously. There is no need to perform any IPC programming events when doing the Android Auto upgrade, but, if for some other reason the USB file transfer procedure in the IPC is needed, it may not work.

Recommendation/Instructions

Engineering is working on releasing a fix into TIS2WEB. In the meantime, please contact Techline Customer Support @ 1-800-828-6860 for additional IPC USB programming assistance.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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