Service Bulletin

TECHNICAL

Subject: Apple Carplay Will Not Launch After 1124 Key Cycles and Displays Message to Connect a Supported Device via USB Even Though One is Already Connected

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		
Chevrolet	Camaro	2017	2017	SOP	Oct. 19, 2016	All	All
Chevrolet	Cruze	2017	2017	SOP	Aug. 8, 2016	All	All
Chevrolet	Malibu	2017	2017	SOP	Nov. 3, 2016 (Plant S) Aug. 15, 2016 (Plant F) Nov. 15, 2016 (Plant B)	All	All
Chevrolet	Sonic	2017	2017	SOP	Aug. 3, 2016	All	All
Chevrolet	Spark	2017	2017	SOP	June 15, 2016	All	All
Chevrolet	Silverado	2017	2017	SOP	Dec. 7, 2016	All	All
GMC	Acadia	2017	2017	SOP	Nov. 30, 2016	All	All
GMC	Sierra	2017	2017	SOP	Dec. 7, 2016	All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPO)	Equipped with Radio RPO IOA or IOB

| Condition | Some customers may advise that Apple CarPlay worked correctly for the first several weeks/months after purchasing the vehicle new but it recently started displaying the following message and will not launch even though it is plugged in to the USB correctly: "to use this feature, connect supported device via USB."

However, if an Android product is used to launch Android Auto, it will launch and operate normally.

If this bulletin applies, Apple CarPlay is the only product that will be affected by this concern - all other functions and products will continue to operate correctly when plugged into the USB port. |
|---|---|
| Cause | This may be the result of the production software preventing Apple CarPlay from launching after 1,124 key cycles in the vehicles listed above when built prior to the production breakpoints above. |

Correction

If this concern is experienced, use the Global Warranty website to note the build date of the vehicle.
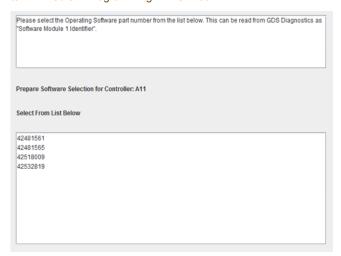
If the vehicle was built on/after the related production breakpoint above, the radio should already contain updated software to address this concern and this bulletin does not apply.

If the vehicle was built before the related production breakpoint above, use TIS2web to check for USB and SPS software updates for the VIN you are working on. If updates are available, USB *and* then SPS program the radio with the latest TIS2web software to address this concern. Refer to *Radio Programming and Setup* in SI for detailed programming instructions.

Important: For manual transmission vehicles, the doors must be closed with the engine off and parking brake set or a message may be displayed when the USB is inserted that advises to place the transmission in Park. If this message is still displayed after these precautions, program the radio in the following order: 1) Programming; 2) USB File Transfer; 3) Programming. Do not program in this order unless this message is displayed.

Important: It is suggested to note the "Selected" part number listed on your USB File Transfer summary page as shown in the example below just in case it is required later.

Important: If the "Software Module 1 Identifier" is requested at the start of A11 Radio - Programming as shown in the example below, DO NOT pick a random number from the list or the wrong SPS programming files will be installed. If this is displayed, pick the "Selected" part number you noted earlier. If you did not note the "Selected" part number as outlined above, you can still obtain it by closing TIS2web and noting the 8-digit *"Software Module 1 Identifier"* using the following GDS2 path: *Module Diagnosis>>Radio>>Identification Information>>Software Module 1 Identifier.* Once this number is noted, close GDS2 and return to A11 Radio – Programming in TIS2web.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
9800004	Radio RPO IOA or IOB Reprogramming with SPS per Service Bulletin	0.6 hr

Version	1

Modified	

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.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION