



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-019

Date: February, 2018

TECHNICAL

Subject: Apple Carplay Will Not Launch After 1124 Key Cycles, Clock Resets to 12, Blank Screen, Poor Sound Quality during Bluetooth Calls, XM Audio Loss

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			All	All
Chevrolet	Cruze	2017	2017			All	All
Chevrolet	Malibu	2017	2017			All	All
Chevrolet	Sonic	2017	2017			All	All
Chevrolet	Spark	2017	2017			All	All
Chevrolet	Silverado	2017	2017			All	All
GMC	Acadia	2017	2017			All	All
GMC	Sierra	2017	2017			All	All

Involved Region or Country	North America and N.A. Export Regions
Additional Options (RPO)	Equipped with Radio RPO IOA or IOB
Condition	<p>Some customers may comment on any of the following conditions:</p> <ul style="list-style-type: none"> • Clock resets to 12:00 • Blank Screen (All other functions normal) • Poor sound quality during bluetooth calls • XM audio loss for an entire ignition cycle after key up, not present for up to 10 minutes during an ignition cycle, cuts in and out constantly for the entire ignition cycle. A "No XM Signal Message" may also be displayed while the concern is present. • Apple CarPlay worked correctly for the first weeks/months (1,124 ignition cycles) 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.
Cause	This may be the result of a radio software concern.

Correction

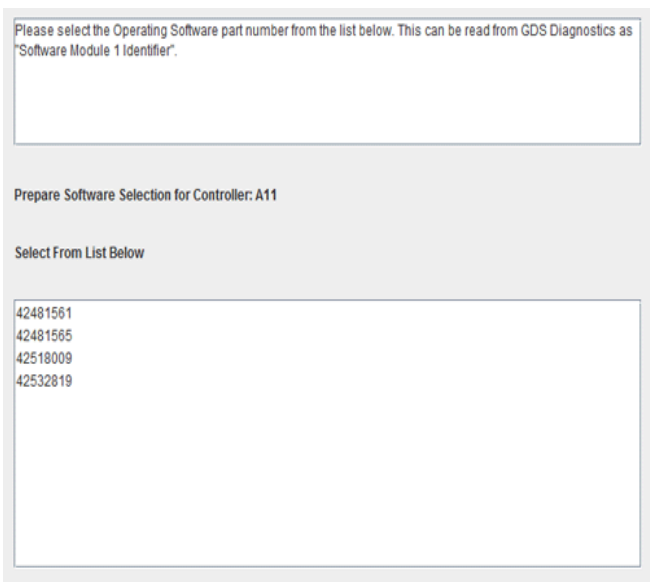
Use TIS2web to check for USB and SPS software updates for the VIN you are working on. If updates are available, USB *and* then SPS program the radio with the latest TIS2web software to address this concern. Refer to *Radio Programming and Setup* in SI for detailed programming instructions.

Important: Do not USB program the radio if the radio software matches the software inside TIS2web. Reprogramming with same software has potential to damage radio.

Important: For both manual and automatic transmission vehicles, a message may be displayed when the USB is inserted that advises to place the transmission in Park. If this message is still displayed, close the doors with the engine off, transmission in Park (automatic vehicles), and set the parking brake. If the message is still displayed, 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. If a "same calibration" message is displayed when attempting the 2nd "programming" event, it is not required.

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.



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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	2
Modified	February 16, 2018 – Removed the breakpoint dates and updated the Condition and Cause.

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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