



File in Section: -

Bulletin No.: 17-NA-071

Date: February, 2018

Service Bulletin

TECHNICAL

Subject: Personalization Options Lost, Camera Icon Grayed Out, Camera Stays On, Time on Home Screen and Widget do Not Match, Intermittent Blank Display, Radio Reset after Bluetooth Call, Display Freezes

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	Bolt EV	2017	2018			All	All
Opel	Ampera-e	2017	2018			All	All

Involved Region or Country	North America, South Korea
Condition	Some customers may comment on any of the following concerns: • Camera icon “grayed” out under 8 KPH. • Some personalization options lost or changed such as favorite stations, source, screen color/theme, etc. • Intermittent blank display on start-up that returns when shifted to reverse or key cycled. • Vision camera stays on. • Vision camera screen intermittently appears when a phone with Android Auto is plugged in instead of the Android Auto screen. • Time on the top of the home screen and home widget do not match. • No audio after unplugging a phone with Apple CarPlay. • The radio may reset following a bluetooth phone call. • Blank/Black screen after gear selection change of reverse to park. • Audio screen may display unwanted at times. • Radio reset at times. • Screen freezes at times. • Screen freezes when pressing the push to talk button to make a call. • Blank/Black screen when pressing the projection icon while connected to Android Auto. • Wrong positioning while Carplay map guidance is active. • Once this software is installed, the video icon will be disabled and the Android Auto Screen Resolution will be changed.
Cause	These concerns may be the result of a radio software concern.
Correction	Use TIS2web to check for USB software updates for the VIN you are working on. If USB software updates are available, USB program the radio with the latest TIS2web software as outlined in the Service Procedure below:

Parts Information

No parts are needed for this concern.

Warranty Information

For vehicles repaired under warranty, use:

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

Service Procedure

Note:

- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the *EL-49642* SPS programming support tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Diagnostic Aids

- If programming of the control module is being performed at the direction of a bulletin or PI, follow the instructions provided in that document.
- During audio system programming you may be required to select multiple calibrations dependent upon vehicle equipment. Have the vehicle build/RPO information available during the following procedure to ensure the correct calibrations are selected.
- Dependent upon vehicle equipment, the current software level of the module, or the release of updates, USB programming may not be required when replacing/reprogramming the control

module. If USB files for the application are not available via SPS, or have not been received in another manner of distribution, the USB update process will not need to be performed.

- All data will be erased from the USB device BEFORE the calibration is downloaded onto the device. To ensure important information is NOT erased, always verify that NO information is stored on the device BEFORE beginning the calibration download. If required, transfer important files to another storage device BEFORE beginning the calibration download.
- The length of time for the USB programming to complete will vary depending on the number and size of the files in the update.
- The USB programming will not allow the installation of the same software. If the same software is detected on the USB stick, Radio will display "Invalid Update" message.
- Make sure USB stick is removed after update is complete. If the USB stick is left connected an "Invalid Update" message will be displayed when the radio is powered on.

Reprogram Control Module

To program the control module, perform the following procedure:

Note: The vehicle must remain in PARK during the programming procedure.

1. Install the *EL-49642* SPS Programming Support Tool.
2. Connect a USB drive to the computer.

Note: If using a pre-configured USB drive supplied by General Motors, proceed to step 6.

3. Access the Service Programming System (SPS) and follow the on-screen instructions.
4. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/ USB File Transfer, and follow the on-screen instructions.

Note:

- Software currently loaded on the USB Drive will be verified and if files are incorrect they will be deleted and correct files will be loaded. If files residing on the USB Drive are correct for the vehicle being serviced, the Techline terminal will not delete those files and allow the drive to be re-used.
5. Upon completion of the file transfer, remove the USB drive from the computer.
 6. Ignition ON, radio ON.
 7. Connect the USB drive to the USB port in the vehicle and follow the instructions.
 8. When programming is complete, remove the USB device from the vehicle USB port.

Note: SPS Programming is not needed.

Version	2
Modified	February 16, 2018 – Added the 2018 Model Year and updated the Condition.

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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