

Customer Satisfaction Program

17386 SDGM and BYOM2+ Radio Software Updates



Reference Number: A172114410

Release Date: June 2018

Revision: 03

Revision Description: The service procedure section has been updated. Please discard all previous copies of bulletin 17386-02.

Attention: The reprogramming of the vehicles involved in this field action will be initially attempted by OnStar through in-vehicle prompts from the radio display. The new software updates will enhance the functionality of the vehicle's Serial Data Gateway Module (SDGM) and the Bring Your Own Media (BYOM) radio. The over-the-air update process will be rolled out to vehicle owners in phases beginning April 2018 through August 2018. However, if the remote vehicle update is unsuccessful or the customer declines this service, dealers will be required to reprogram the vehicle. This program is in effect until April 30, 2020.

All involved vehicles are identified by Vehicle Identification Number (VIN) on the Investigate Vehicle History (IVH) screen in GM Global Warranty Management (GWM) system. **During the service write-up process, dealership personnel should check IVH to determine if installation of the new software package has already been completed. If the remote vehicle update has been downloaded or installed, DO NOT install the update via USB. Otherwise, proceed to Update Procedure Using TIS2WEB (USB Download).**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Bolt EV	2017	2017	IOB	BYOM2+ Radio

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2017 model year Chevrolet Bolt EV vehicles need to be reprogrammed with an updated software package. Depending on the vehicle's configuration, it may require two updates. The software updates will improve phone connectivity, display resolution, rear camera operation, and prevent instances of intermittent screen freezing. The updates will also remove certain video playback functionality and improve the ability to perform software updates to the radio.
Update	OnStar will update vehicles remotely through in-vehicle prompts from the radio display. However, some customers may decline the vehicle update or the update is attempted, but is not successful. In such cases, dealers will be required to reprogram the vehicle with the new software updates.

Parts

No parts are required for this repair.

Claim Information

Labor Operation	Description	Labor Time	Trans. Type
9103688*	Reprogram Radio with USB and Serial Data Gateway Module with SPS	0.7	ZFAT
9103746	Reprogram Radio with USB Only - Serial Data Gateway Module Programming Not Required**	0.5	ZFAT

* To avoid warranty transaction rejection, the SPS Warranty Claim Code must be entered when submitting this transaction. Note that if multiple modules are reprogrammed, all claim codes must be entered with a comma separating each code.

** TIS2Web Programming not required for Serial Data Gateway Module. Radio USB update still required and an SPS Warranty Claim Code must be entered when submitting this transaction for the USB radio reprogramming.

Update Procedure

Note: Carefully read and follow the instructions below.

- 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. When required install the EL-49642 SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

Customer Satisfaction Program

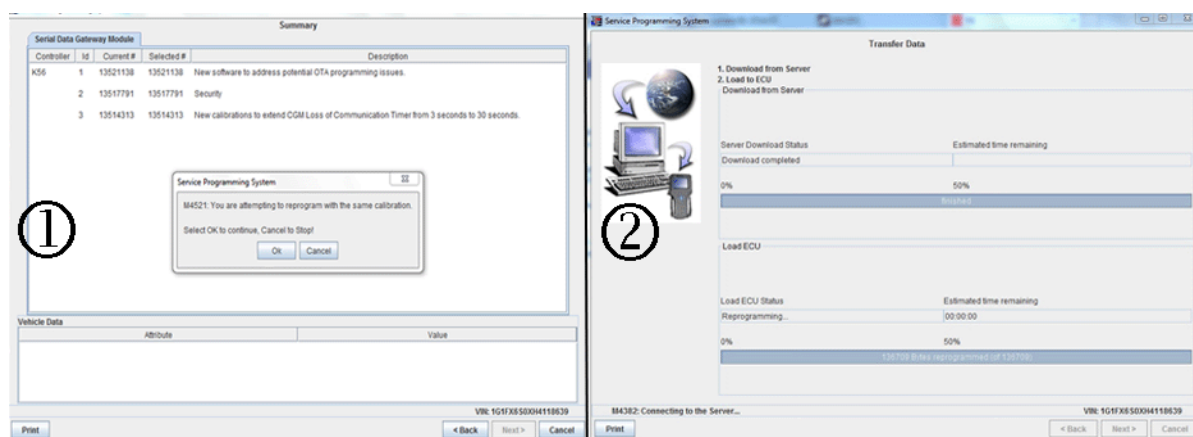
17386 SDGM and BYOM2+ Radio Software Updates



- Turn OFF or disable systems that may put a load on the vehicle's battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- If the Same Calibration/Software Warning is noted on the SPS Controller screen, do NOT attempt to program the module. No further action is required for the serial data gateway module. The radio still MUST be programmed with USB. Refer to the Warranty section of the bulletin and use labor operation code 9103746 - Reprogram Radio with USB - Serial Data Gateway Module Programming Not Required to get the SPS Warranty Claim Code for the radio reprogramming.

Important: The Serial Data Gateway Module MUST be checked/updated for the latest calibrations BEFORE reprogramming the radio through USB.

1. Reprogram the K56 serial data gateway module. Refer to *K56 Serial Data Gateway Module: Programming and Setup* in SI.



5024169

- If the K56 serial data gateway module has the same calibration already installed (1), select "Cancel" and continue to Step 2.
- If the K56 serial data gateway module needs to be updated, install the latest calibrations (2) and continue to Step 2.

Important: For every vehicle that needs to be updated through USB, be sure to download the files through TIS2WEB on a USB drive each time for each vehicle. DO NOT use the same files downloaded from a previous vehicle. Use a USB drive with a minimum size of 2 gigabytes, however, 16 gigabytes is preferable.

Important: Before downloading the USB update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD the files wirelessly.

2. Reprogram the radio through USB update. Refer to *A11 Radio: Programming and Setup* in SI and download the files needed to a USB drive using TIS2WEB.

Customer Satisfaction Program

17386 SDGM and BYOM2+ Radio Software Updates



5024174



5024177

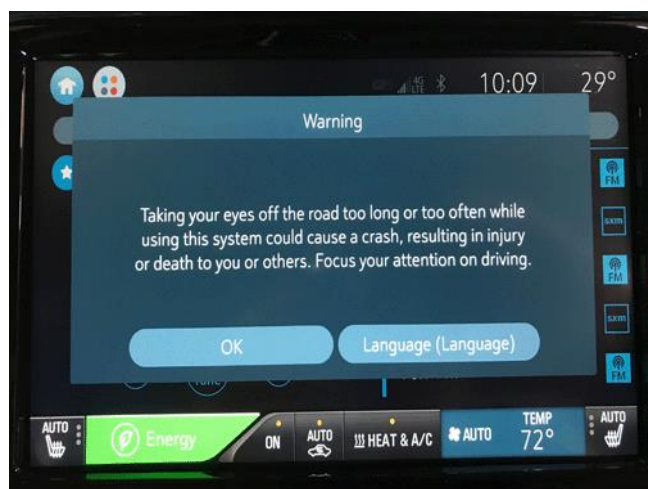


5024182

3. Insert the USB stick into the USB receptacle in the vehicle and follow the on-screen instructions.

Customer Satisfaction Program

17386 SDGM and BYOM2+ Radio Software Updates



5024188

4. After the update has completed successfully, the radio will restart and show the following screen.
5. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program must be held and inspected/repaired per the update procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose until the update has been completed.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the update procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through April 30, 2020. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through April 30, 2020, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

Customer Notification

U.S. & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin). When possible, involved U.S. customers will also be notified via e-mail.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**

Customer Satisfaction Program

17386 SDGM and BYOM2+ Radio Software Updates



April 2018

This notice applies to your vehicle, VIN: _____

Dear General Motors Customer:

As the owner of a 2017 model year Chevrolet Bolt EV vehicle, your satisfaction with our product is very important to us. This letter is to inform you of new software updates that will soon be available for your vehicle. Depending on its configuration, your vehicle may require two updates. The software updates will improve phone connectivity, display resolution, rear camera operation, and prevent instances of intermittent screen freezing. The updates will also remove certain video playback functionality and improve the ability to perform software updates to your radio. This service will be provided for you at **no charge**.

We are rolling out the software updates to vehicle owners in phases beginning April 2018 through August 2018. Updates will be performed remotely, through in-vehicle prompts from the radio display. When a software update package becomes available for your vehicle, you will be notified through those in-vehicle prompts. To ensure successful completion of the update, please review the enclosed information.

The download and installation of the software updates will occur in steps. You may be asked to accept the download of the software update package. The vehicle must be parked to accept the download, but after the download is accepted, **you will be able to use your vehicle normally during the download process**. Once the download is completed, you will then be asked to accept the installation of the software update package. During installation of the software update package, your vehicle must be parked. **You may also notice one or more system resets during the installation process**.

IMPORTANT: You do not need to remain in your vehicle during the software installation. The vehicle cannot be driven during the software install process (up to 10 minutes). The vehicle must be parked at a safe and secure location with the ignition in the OFF position during installation. Please ensure that your charging cable is unplugged prior to starting the installation. Once the installation is complete, you may plug in your vehicle and resume normal charging.

For more information about the remote vehicle update process, please refer to the appropriate "Learn About Page" at:

my.chevrolet.com/learn/2017/Bolt%20EV

If you receive a message that the installation cannot continue or did not complete successfully, the installation process may retry after your next ignition cycle. If the problem persists, please contact your dealer for assistance with the software update.

You can also decline the update by selecting the "More Info" button, and then the "Decline Update" option. If you decline the update, you can still receive it at a later date by contacting your dealer. This programming opportunity will be in effect until April 30, 2020.

We want you to know that we will do our best, throughout your ownership experience, to ensure that your 2017 model year Chevrolet Bolt EV vehicle provides you with many miles of enjoyable driving. If you have any questions, please contact the Connection Center Team at 877-558-8352, 7:00 AM to 10:00 PM, Eastern Standard Time (EST), seven days a week.

Terry M. Inch
Executive Director
Global Connected Customer Experience

17386

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4775
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 11, 2018

Subject: 17386-03 - Customer Satisfaction Program
SDGM and BYOM2+ Radio Software Updates
Service Procedure Section Revised

Models: 2017 Chevrolet Bolt EV

To: All General Motors Dealers

The service procedure section has been updated. Please discard all previous copies of bulletin 17386-02.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS