

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5010
URGENT - DISTRIBUTE IMMEDIATELY

Date: March 29, 2019

Subject: N192211780 - Service Update
Incorrect Radio Software Version

Models: 2019 Chevrolet Equinox
2019 GMC Terrain
Equipped with Radio-Infotainment System (RPO's IOS, IOT, IOU)

To: All General Motors Dealers

General Motors is releasing Service Update N192211780 today. The total number of U.S. vehicles involved is 1. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated March 29, 2019. The involved vehicle VIN is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

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Release Date: March 2019

Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Equinox	2019	2019	IOS IOT IOU	Radio-Infotainment System - 3.X Mid/High HMI, Enhanced Connectivity, Voice Recognition, (Premium, Mid) SD Nav Capable
GMC	Terrain				

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 2019 model year Chevrolet Equinox and GMC Terrain vehicles serviced at the dealership had the radio replaced but were not programmed to the latest version software per SI instruction.
Correction	Reprogram radio with the latest available software.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104409*	Verified Module Software or Calibration Level: Module Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104233*	Radio Reprogramming with SPS	0.7		

* To avoid warranty transaction rejections, 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.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

- Open TIS on the computer used to program the vehicle
- Select and start SPS
- Select Settings
- Select the Warranty Claim Code tab

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

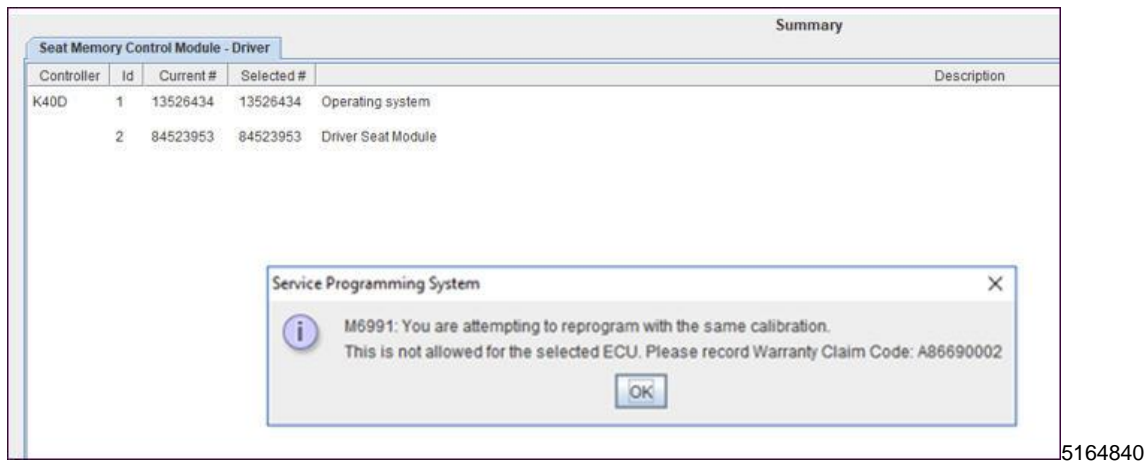
Service Procedure

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. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- 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.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

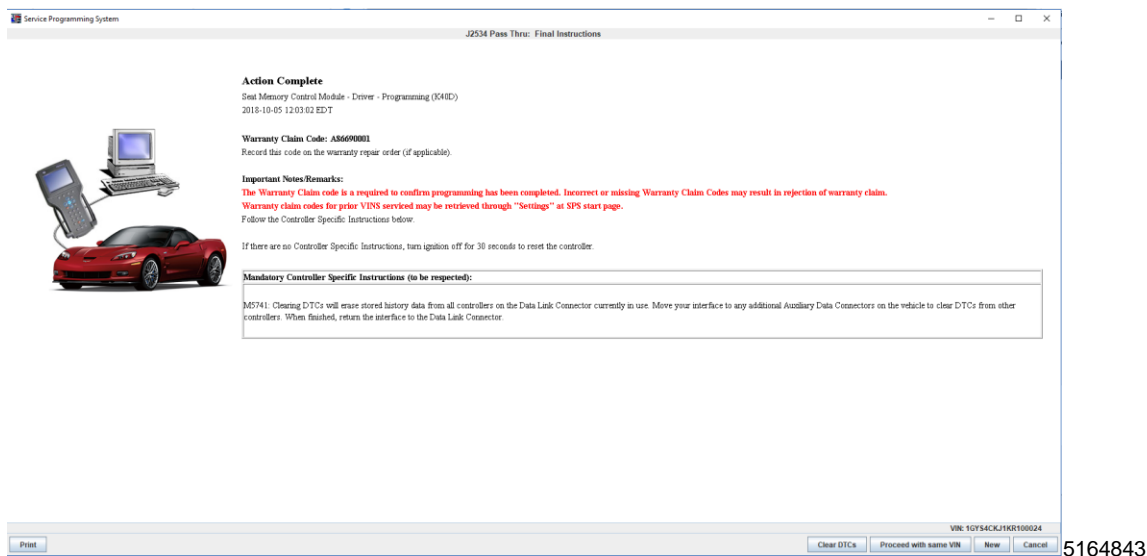
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Note: If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. If programming is completed, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Reprogram the Radio.
 - 1.1. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/ USB File Transfer.
 - 1.2. On the SPS Supported Controllers screen, select A11 Radio – Programming and follow the on-screen instructions.



2. Record SPS Warranty Claim Code on job card for warranty transaction submission.
3. Turn off ignition and be sure the let the vehicle go to sleep for 5 minutes.
4. Turn the ignition on and verify the correct splash animation is displayed.
 - 4.1. If the splash screen animation is correct (Chevrolet or GMC), no further action required.
 - 4.2. If the “Cadillac” splash screen animation is displayed, please contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (1-800-503-3222 French) for assistance.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers

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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.

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 service 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.

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**