



Service Bulletin

Bulletin No.: 19-NA-034

Date: June, 2019

TECHNICAL

Subject: Radio Changes the Settings for Lane Change Assist and Rear Cross Traffic Alert - Side Blind Zone Alert Systems

Attention: This Bulletin replaces PIT5654. Please discard PIT5654.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Equinox	2019	2019			All	All

Involved Region or Country	North America, South Korea, SE Asia and Australia
Additional Options (RPOs)	Equipped with Infotainment System (RPO IOR) and Rear Cross-Traffic Alert (RPO UFG)
Condition	Some customers may comment that the radio may change the selected settings of Lane Change Assist, and Rear Cross Traffic Alert / Side Blind Zone Alert systems to "off" when the ignition is turned off and the radio goes to sleep. The settings can be turned on again, but may revert to off during the next radio sleep cycle.
Cause	The cause of the condition may be a radio software anomaly.
Correction	Reprogram the radio.

Service Procedure

- Verify current radio software version as displayed in the radio display. Select Settings > About. A list of build numbers will be displayed. Look for a build number very near, or at the top of, the list of numbers. It will resemble I3L_MY19_133136 with the key number being the 133xxx.
 - If the Build Number is 133147S or higher, then this bulletin does not apply. Refer to SI for further diagnostics.
 - If the Build Number is 133136 or less, proceed to step 2.
- Reprogram the radio via USB using the following steps:
 - 2.1. Connect a USB drive to the computer.
 - 2.2. Access the Service Programming System (SPS) and follow the on-screen instructions.
 - 2.3. On the SPS Supported Controllers screen, select A11 Radio – USB Copy/ USB File Transfer.

Note:

- If the selected USB programming software description is the following, then stop, no further action is required: "STOP. If you are seeing this text, the controller already has the latest software available. If you try to proceed further, SPS will generate an error."
- 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.
- 2.4. Upon completion of the file transfer, remove the USB drive from the computer.
- 2.5. Ignition ON, infotainment system ON.

Note: The Radio will not allow the installation of the same software version via USB. If the same software is detected the installation process will not start.

- 2.6. Connect the USB drive to the USB port in the vehicle.

- 2.7. The infotainment system will recognize that update files are available. Follow the infotainment display on-screen instructions and select Update when prompted. Programming will take several minutes.

Note: If no instructions immediately appear on the infotainment display, select the following menu options:

- Home
 - Settings
 - System
 - Updates
- 2.8. Upon completion of programming, remove the USB drive. Follow the infotainment display on-screen instructions.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335	Radio Reprogramming with SPS (USB programming only)	0.3

Version	3
Modified	Released February 20, 2019 Revised March 08, 2019 – Removed Terrain Model and added Rear to Cross Traffic Alert in Condition statement. Revised June 10, 2019 – Updated Correction Section, Service Procedure, Parts Information and Labor Operation.

