



# Service Bulletin

Bulletin No.: 19-NA-165

Date: July, 2019

## TECHNICAL

**Subject:** Teen Driver Mode (TDM) Inoperative with Foldable Key (KTF)

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

<b>Involved Region or Country</b>	North America, Israel, South America
<b>Additional Options (RPOs)</b>	Equipped with Foldable Key (KTF) only, Teen Driver Mode (TDM), Radio IOR
<b>Condition</b>	Some customers may comment on being unable to set the Teen Driver mode active on a vehicle using the foldable key. After entering a PIN and adding a key, the system still has full functionality. They also may report not being able to enter the Manage Keys menu option upon pressing the button.
<b>Cause</b>	The cause of the condition may be a timing issue of data being sent and received between the radio and the body control module (BCM).
<b>Correction</b>	Reprogram the A11 Radio with an updated calibration.

### Service Procedure

**Note:** This does NOT involve vehicles with push-button start (BTM-Switch Start, Keyless). It ONLY applies to vehicles with foldable key (RPO KTF).

**Note:** 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](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

Reprogram the A11 radio calibrations. Refer to *A11 Radio: Programming and Setup* in SI.

- On the SPS Supported Controllers screen, select A11 Radio – Programming and follow the on-screen instructions.  
⇒ USB programming is NOT required to complete this repair.
- A MEC Reset should be performed after programming is complete. Refer to *A11 Radio: Programming and Setup* in SI for details.

### Parts Information

No parts are required for this repair.

### Warranty Information

Warranty claims submitted under this bulletin on vehicles without RPOs KTF and TDM are subject to review and possible debit.

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335*	Radio Reprogramming with SPS	Use Published Labor Operation Time

\*To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

**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:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. 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.

<b>Version</b>	1
<b>Modified</b>	Released July 22, 2019

