



Service Bulletin

Bulletin No.: 19-NA-189

Date: September, 2019

TECHNICAL

Subject: Radio Displays Climate Off Message or HVAC Popup Displays Different Settings

This Bulletin replaces PIT5663B. Please discard PIT5663B.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	CT6	2019	2019			All	All
	XT4						
Chevrolet	Blazer						
	Camaro						
	Colorado						
	Equinox						
	Malibu						
	Silverado 1500 (New Model)						
	Volt						
GMC	Canyon						
	Sierra 1500 (New Model)						
	Terrain						
Holden	Acadia						
	Equinox						

Involved Region or Country	North America, Russia, Middle East, Israel, South America, Japan, South Korea, China, Thailand, Australia, New Zealand, Egypt, Africa
Additional Options (RPOs)	Equipped with Infotainment System RPO IOS, IOT or IOU
Condition	Some customers may comment that the radio randomly may display a pop-up message "Climate Off" even though the HVAC system is fully functional. This can be repetitive in nature. Making any change to the HVAC system will make the message disappear. The radio may also display an HVAC popup when changing HVAC settings that do not match the selected setting (e.g. blower speed).
Cause	The cause of the condition may be software anomalies between the HVAC and Radio that may cause this popup to appear with incorrect or inaccurate HVAC information.
Correction	Reprogram the K56 Serial Data Gateway Module (SDGM) and/or the A11 Radio. The correction for the condition depends on the vehicle and the radio software version. Refer to the Service Procedure for which fix is correct.

Service Procedure

Note: Where applicable, when programming the K56 Serial Data Gateway Module, both processor 1 and processor 2 need to be updated. After programming processor 1, re-enter SPS and program processor 2. Not all models will have two processors listed in TIS2Web.

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 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.

Vehicles Requiring ONLY A11 Radio Reprogramming

Note: Some export models may be involved in bulletin A192214560. The Investigate Vehicle History screen in GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs. Involved vehicles may have already received the radio software update, prior, or relative to that bulletin.

- Chevrolet Camaro, Colorado, Equinox and Volt
- GMC Canyon and Terrain
- Holden Equinox

Vehicles listed above only need to reprogram the radio.

1. Determine the current radio software version. On the radio, select Home > Settings > About > Build Number.
 - If the radio software version/Build Number is less than V805, reprogram the radio. Refer to *A11 Radio: Programming and Setup* in SI.
 - If the radio software version/Build Number is V805 or greater, no further action is required.

Vehicles Requiring BOTH K56 Serial Data Gateway Module Reprogramming and A11 Radio Reprogramming

Note: Some export models may be involved in bulletin A192214560. The Investigate Vehicle History screen in GM Global Warranty Management system should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs. Involved vehicles may have already received the radio software update, prior, or relative to that bulletin.

- Cadillac CT6 and XT4
- Chevrolet Blazer, Malibu and Silverado
- GMC Sierra
- Holden Acadia

Vehicles listed above need to reprogram the SDGM and the radio.

1. Determine the current radio software version. On the radio, select Home > Settings > About > Build Number.
 - If the radio software version/Build Number is less than V805, reprogram the radio. Refer to *A11 Radio: Programming and Setup* in SI, then continue to Step 2.
 - If the radio software version/Build Number is V805 or greater, continue to Step 2.
2. Reprogram the SDGM. Refer to *K56 Serial Data Gateway Module: Programming and Setup* in SI.

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2886458*	Reprogram K56 Serial Data Gateway Module and A11 Radio	0.7 hr
2886448*	Radio Reprogramming with SPS	0.3 hr
2886468*	Reprogram K56 Serial Data Gateway Module	0.4 hr
*This is a unique Labor Operation for Bulletin use only. *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.

Version	2
Modified	Released August 22, 2019 September 17, 2019 – Updated the Supersede statement, added the 2019 Silverado and Sierra Models and added Silverado and Sierra models under Vehicles Requiring BOTH K56 Serial Data Gateway Module Reprogramming and A11 Radio Reprogramming.

