



# Service Bulletin

Bulletin No.: 20-NA-111

Date: October, 2020

## INFORMATION

**Subject:** Information on Normal Remote Window Operation and Radio Setting Description

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado Silverado 1500 (New Model)	2019	2019			All	All
GMC	Canyon Sierra 1500 (New Model) Terrain	2019	2019				

<b>Involved Region or Country</b>	Canada, Mexico, Middle East, United States
<b>Additional Options (RPOs)</b>	Equipped with Infotainment system (IOR) and Express Window (AXG/AEF)
<b>Condition</b>	Some vehicles equipped with radio (IOR) and Express Window (AXG/AEF) may have Remote Window Operation that can open windows remotely, but they will not close remotely. Depending on the radio's software version, the Remote Window Operation description as displayed in settings of the radio may read: <i>"Remote Window Operation specifies if the vehicle's windows can be remotely opened or closed by double pressing and holding the unlock button or the lock button respectively on the Remote Keyless Entry transmitter."</i> This description is inaccurate to the inherent operation of the Remote Window Operation feature. These vehicles were not built with any feature to remotely close the windows.
<b>Cause</b>	This condition was caused by an error in the radio software that misstates the design intent of remote window operation
<b>Correction</b>	The vehicle is operating as designed. The remote window operation does not allow a user to remotely close the windows. If necessary, reprogram the A11 radio to correct the description of this setting.

### Service Procedure

**Note:** Performing radio programming does NOT change the way the window operates remotely. It only changes the description of the setting in the radio display.

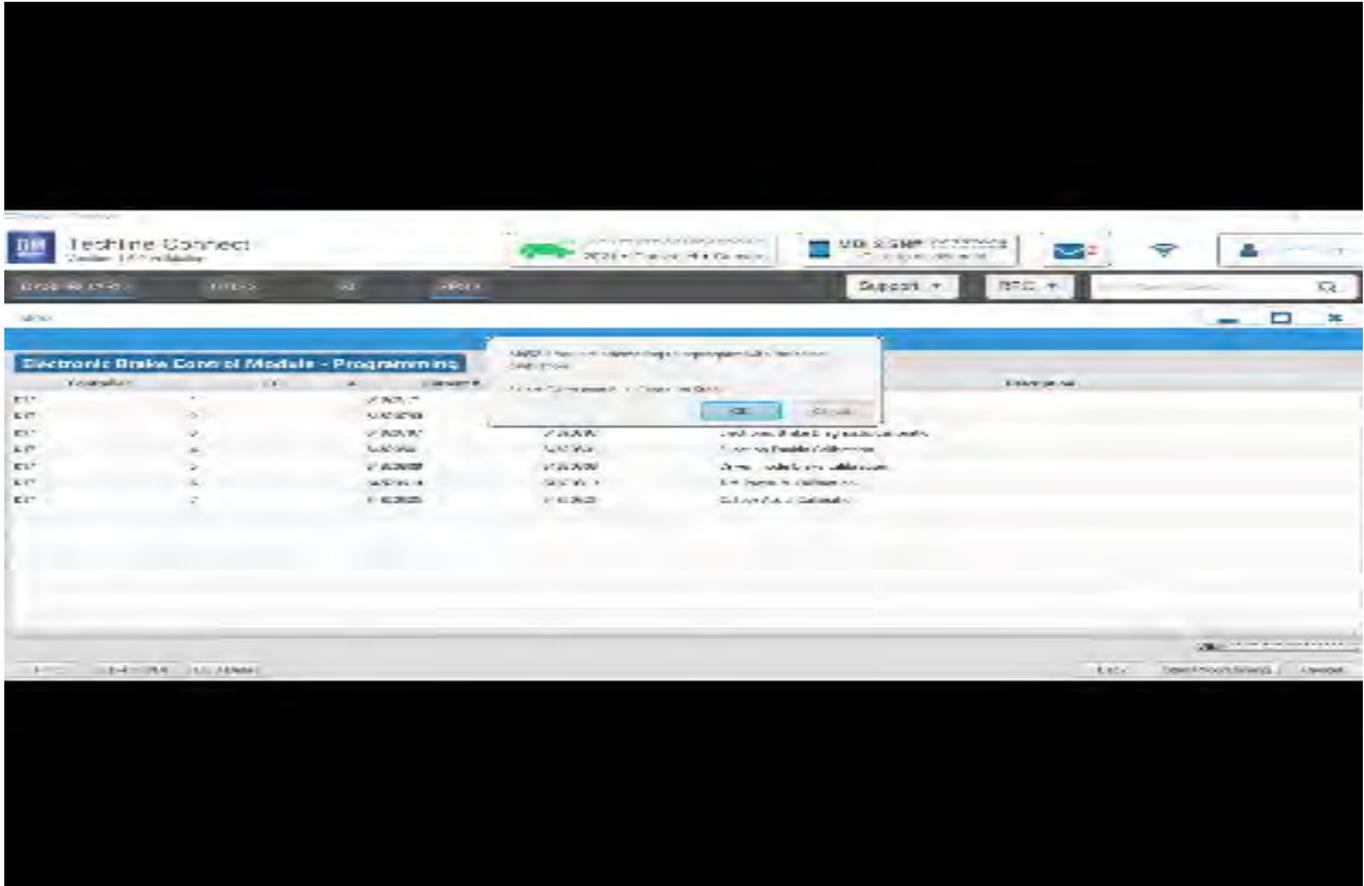
If the customer wants the wording in the description changed, a radio software update will change it to read *"Remote Window Operation allows you to control your windows with your remote key. See owner's manual for details."*

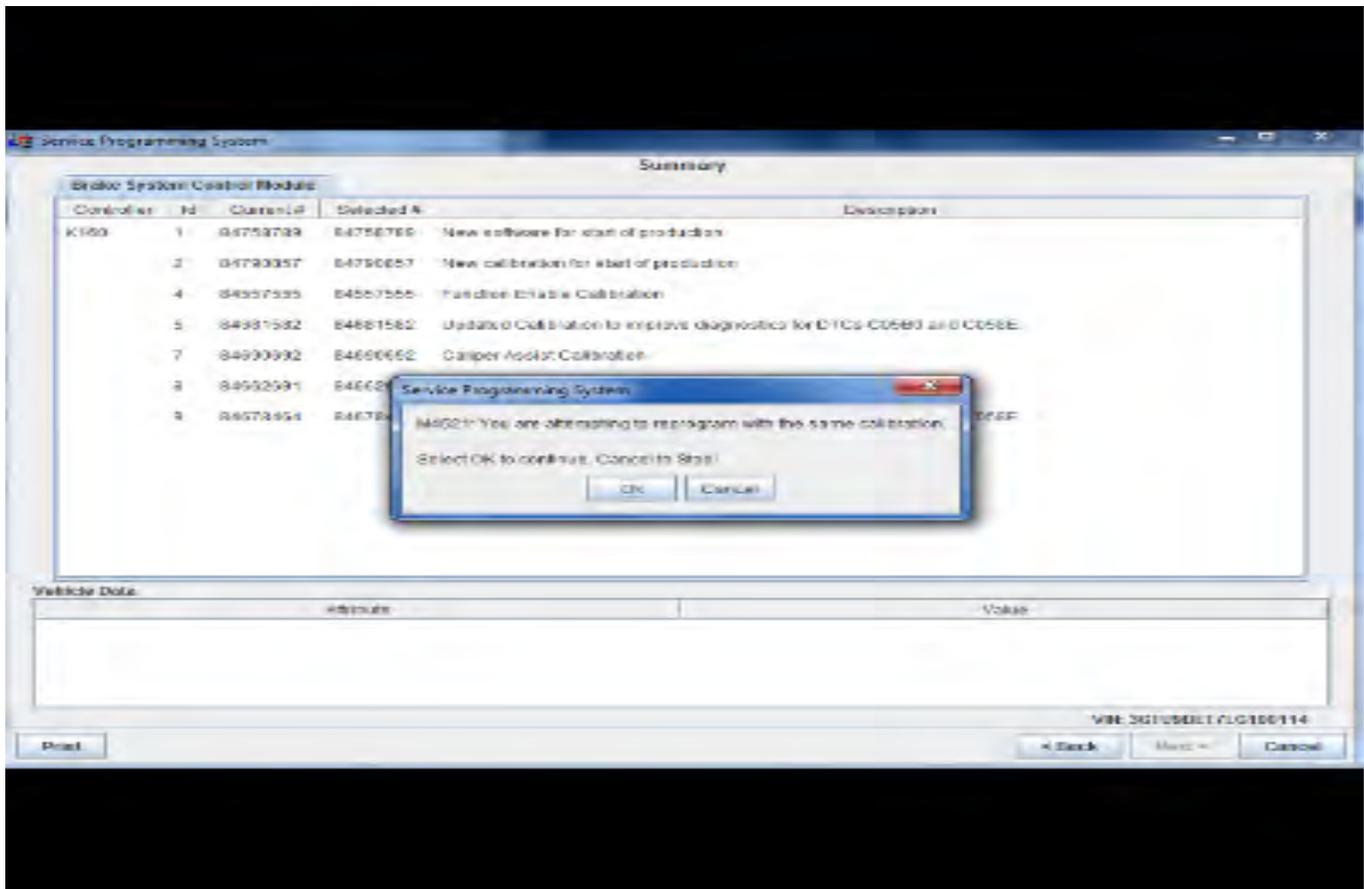
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

**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](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.

- 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, 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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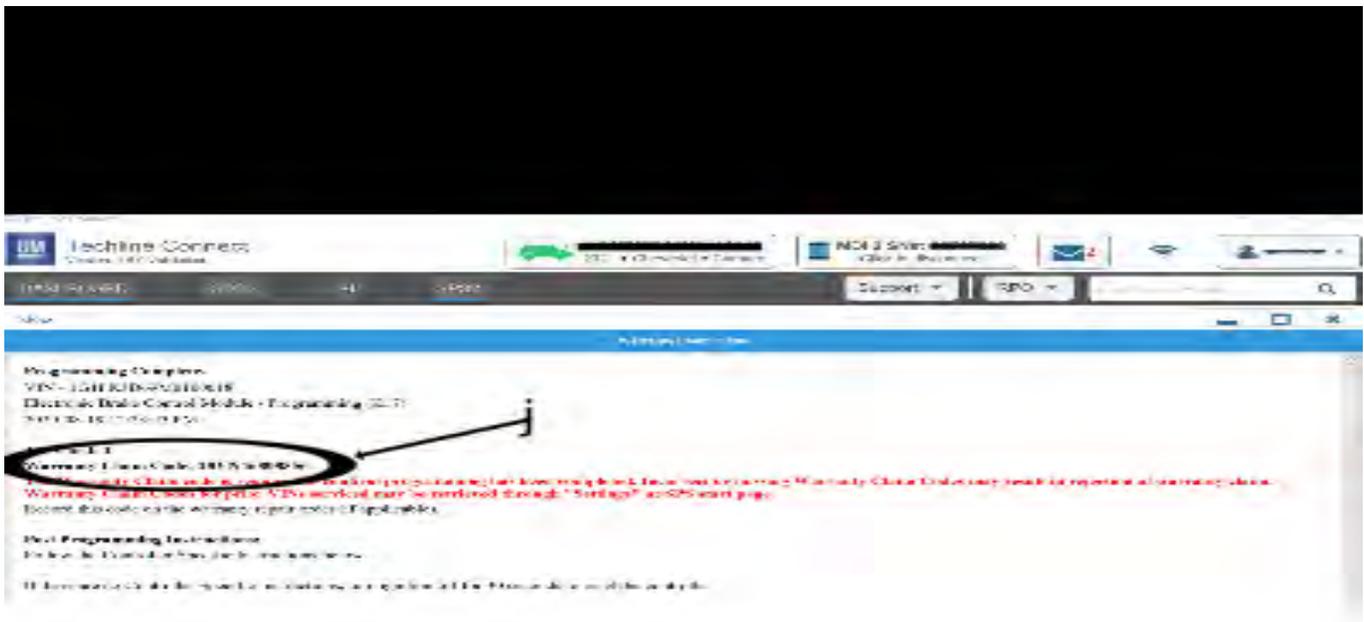
**Important:** Techline Connect and TIS2WEB screens shown above.

**Important:** : If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. Do NOT use the WCC with the warranty claim submission.

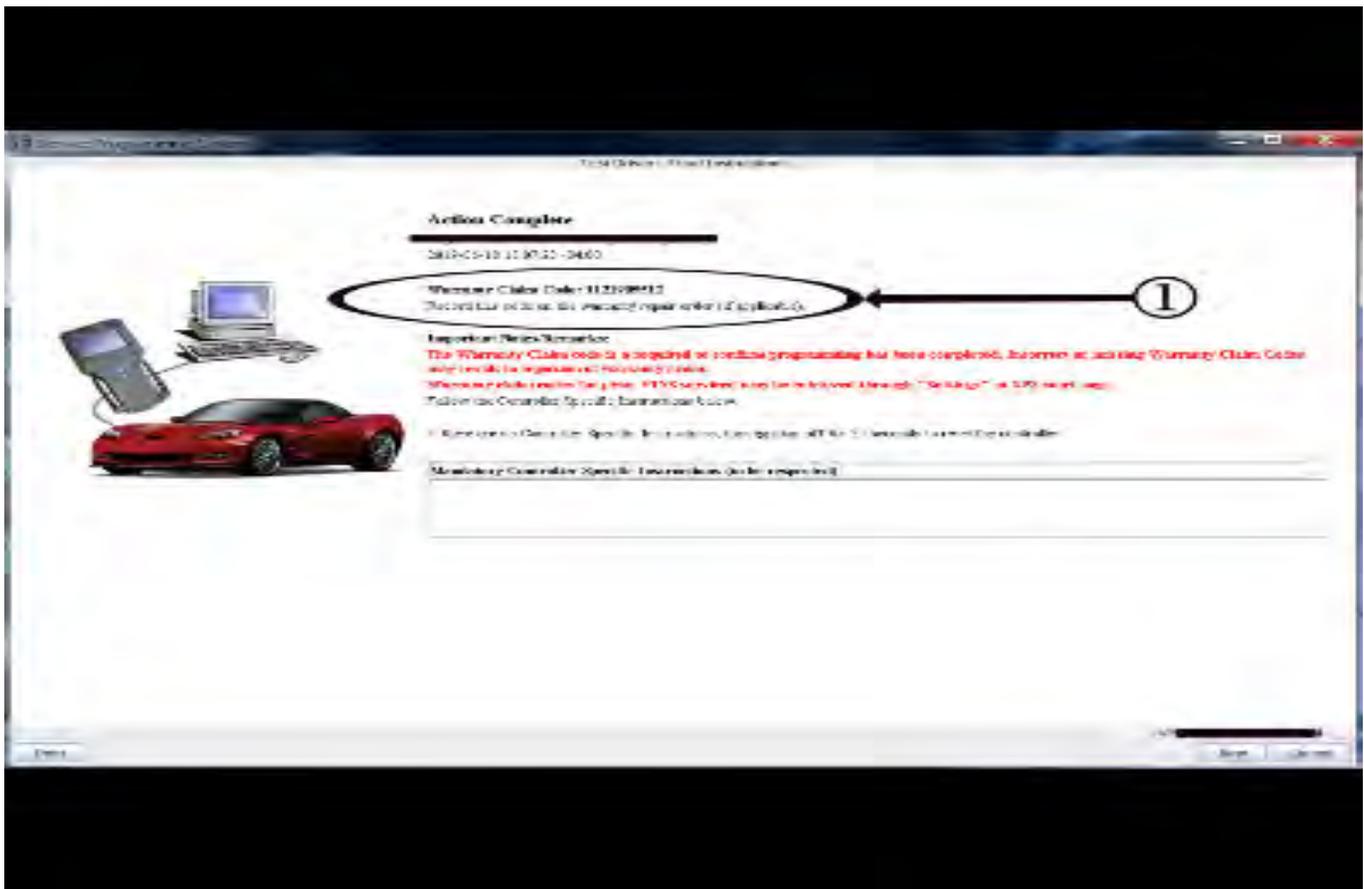
**Important:** When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

**Caution:** You must perform both Programming and USB File Transfer to complete this repair.

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



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**Important:** To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

- Record SPS Warranty Claim Code on job card for warranty transaction submission.

### 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
*2886838	Radio Reprogramming for Remote Window Description	0.6 hr
<p>*This is a unique Labor Operation for Bulletin use only.</p> <p><b>Important:</b> *To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> <li>The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.</li> <li>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/SPS2.</li> </ul>		

### 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 TLC/TIS on the computer used to program the vehicle.
- Select and start SPS/SPS2.
- 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.

Version	1
Modified	Released October 12, 2020

