



Service Bulletin

Bulletin No.: 20-NA-221

Date: December, 2020

TECHNICAL

Subject: Unable to Access Apps and Remote Personalization Features in the Radio

This bulletin replaces PIT5793A. Please discard all previous copies of PIT5793.

Brand:	Model:	Model Year:		Breakpoint Dates:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2021	2021	SOP	Silao December 4, 2020		
GMC	Sierra 1500	2021	2021		Fort Wayne December 14, 2020		

Involved Region or Country	United States and Canada
Additional Options (RPOs)	Equipped with IOS, IOU, or IOT
Condition	<p>Some customers may comment of any or all of the following symptoms:</p> <ul style="list-style-type: none"> • Unable to accept Terms and Conditions. • Unable to access AppShop or install apps in the radio. • Information within the OnStar app on the radio could be missing or incorrect. • Unable to create or log into User Profiles. • Connected Navigation (live traffic, etc.) is not functioning (base navigation functions correctly). • Unable to install apps through myChevrolet/myGMC mobile apps. • Radio is unable to connect, or drops connection, with external WIFI connection.
Cause	The cause of the condition may be a calibration anomaly.
Correction	Reprogram the A11 radio calibrations.

Service Procedure

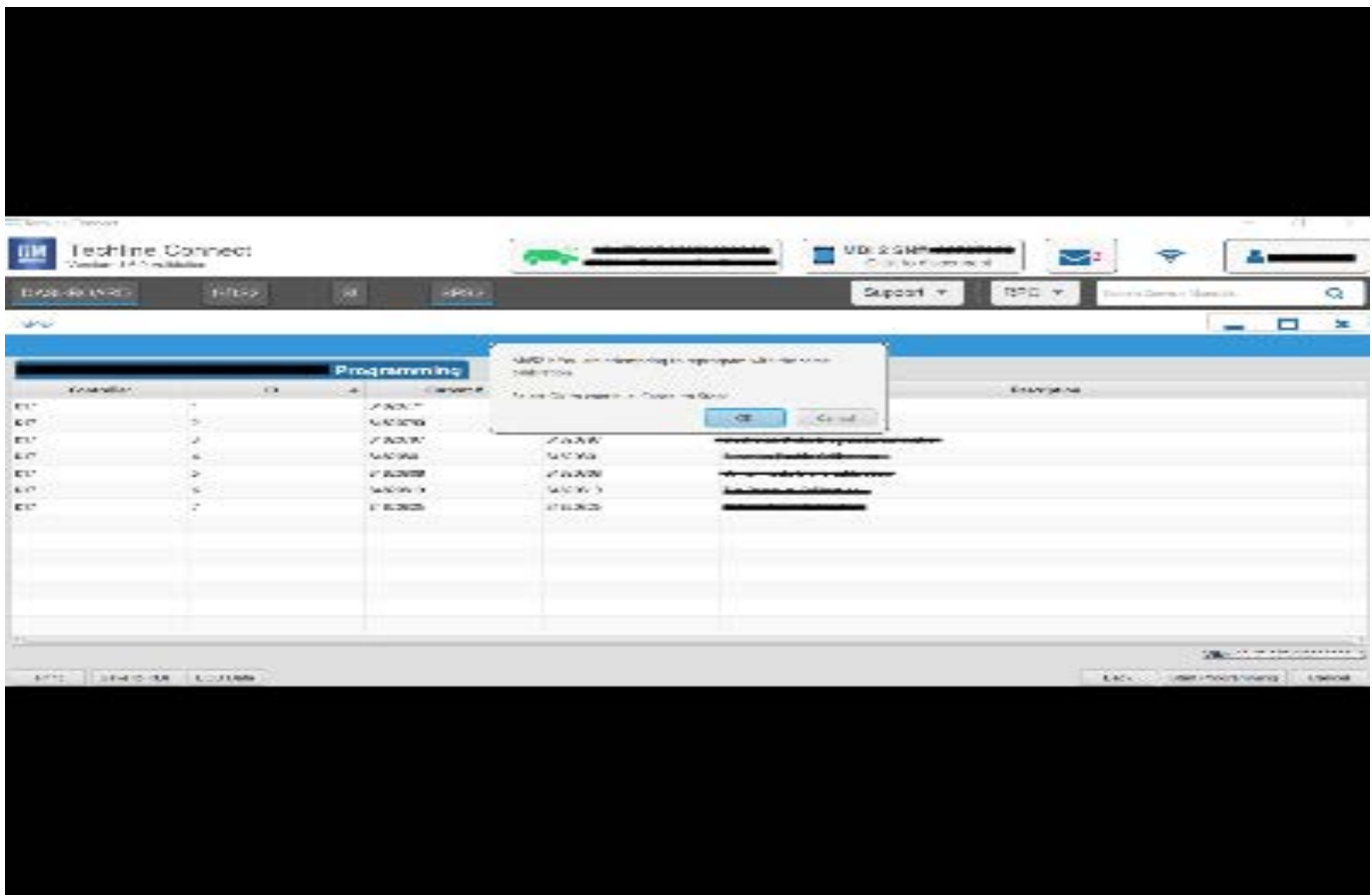
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Note: Carefully read and follow the instructions below.

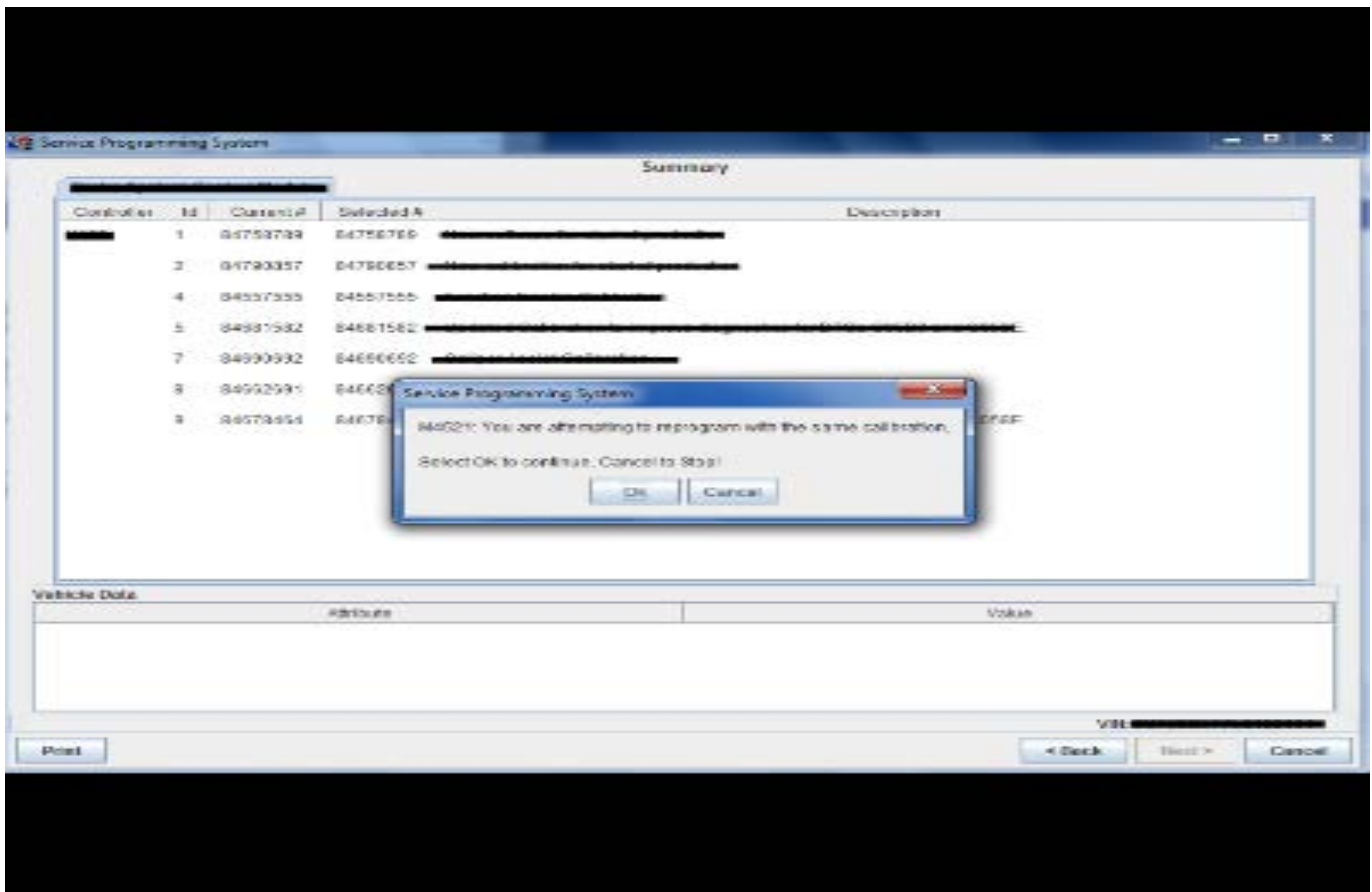
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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 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.

- Ensure the ignition is turned OFF, load on the vehicle's battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc. may affect the download process.
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result.
- 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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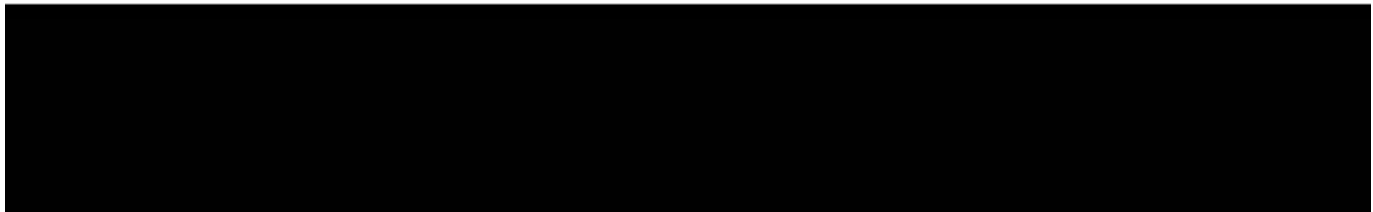
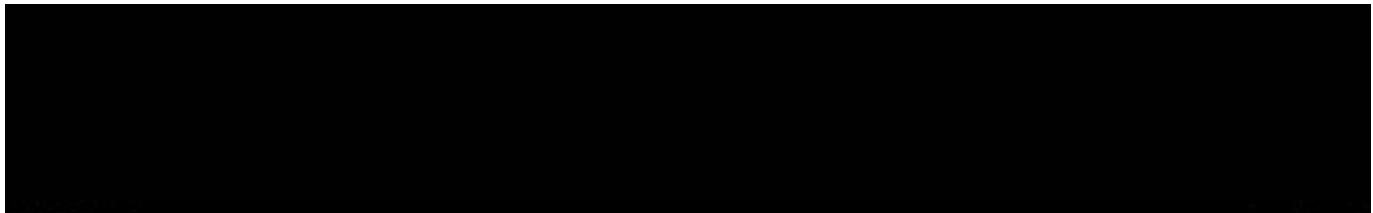
Important: Techline Connect and TIS2WEB screens shown above.

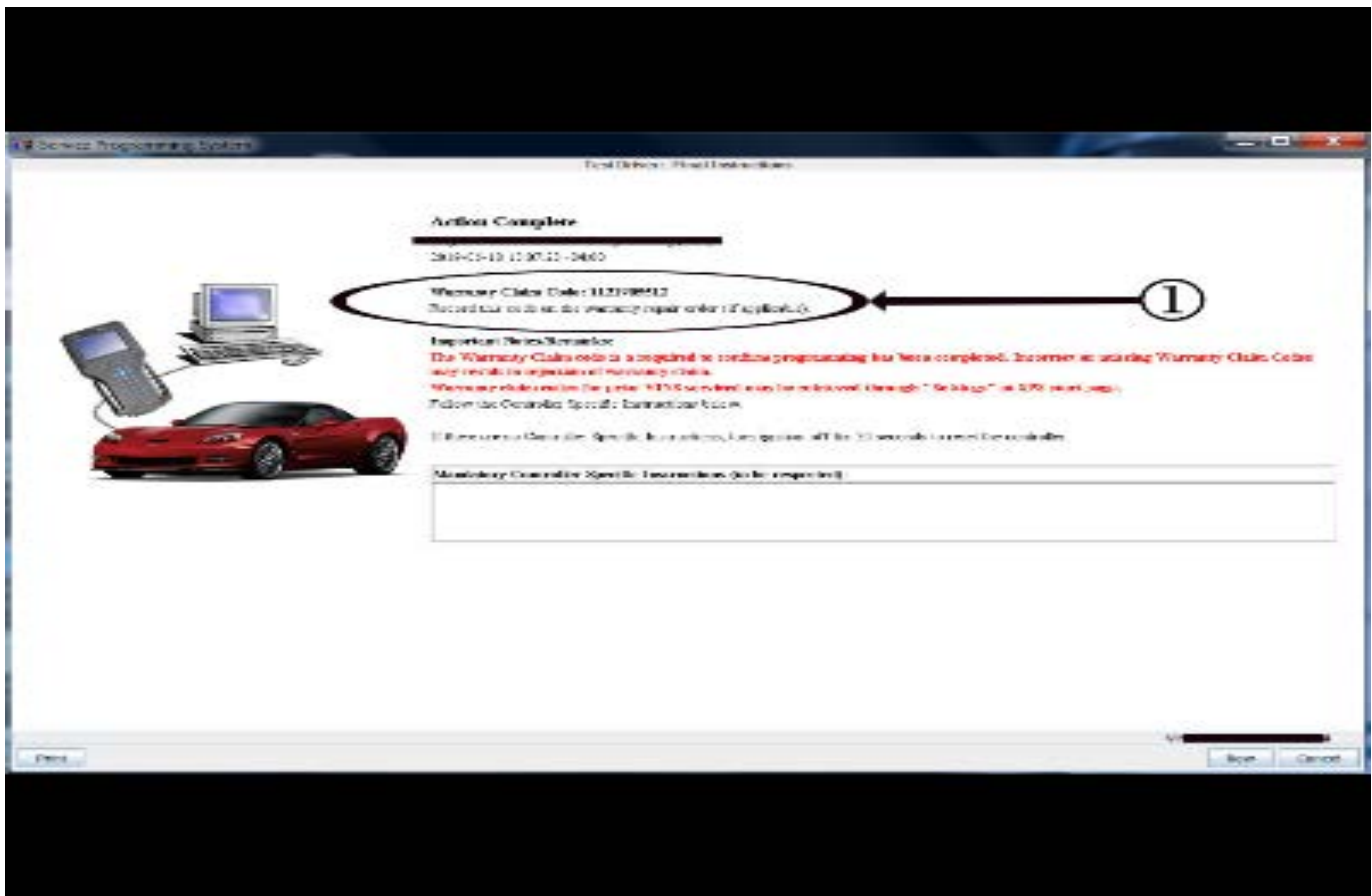
Important: If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the 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.

Do NOT replace parts for this condition.

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





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Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

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

2. 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
*2887068	Reprogram Radio for Appshop calibration	0.3 hr
<p>*This is a unique Labor Operation for Bulletin use only.</p> <p>Important: **To avoid warranty transaction rejections, carefully read and follow the instructions below:</p> <ul style="list-style-type: none"> The 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/SPS2. 		

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 TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
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	1
Modified	Released December 14, 2020

