

GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5645  
URGENT - DISTRIBUTE IMMEDIATELY

Date: January 13, 2021

Subject: N202319250 - Service Update  
Radio Unable to Receive OTA Updates

Models: 2021 Chevrolet Suburban,  
2021 Chevrolet Tahoe,  
2021 GMC Yukon,  
2021 GMC Yukon XL  
Equipped with Infotainment System (RPO IOT)

To: All General Motors Dealers

General Motors is releasing Service Update N202319250 today. The total number of U.S. vehicles involved is approximately 222. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated January 14, 2021 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

# Service Update

## N202319250 Radio Unable to Receive OTA Updates



**Release Date:** January 2021

**Revision:** 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Suburban	2021	2021	IOT	Infotainment System
	Tahoe				
GMC	Yukon	2021	2021	IOT	Infotainment System
	Yukon XL				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	Certain 2021 model year Chevrolet Suburban, Tahoe, GMC Yukon, and Yukon XL model vehicles have a condition where, if an over the air (OTA) update was sent to an affected vehicle, the update would fail. Customers will see the update is available, but after accepting and attempting to install, they will receive an update failed message.
<b>Correction</b>	Dealers will replace the radio.

### Parts

Quantity	Part Name	Part No.
1	Radio	85115274

The parts required for this program are on restriction and need to be obtained from an Electronic Service Center (ESC). Please refer to your "involved vehicles listing" before ordering parts. These parts will be on Order Writing control and all orders placed through GMCCA will cancel.

**Note:** See Global Connect Message #06-00-89-032A for escalation process for critical orders for ESC.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105386*	Replace Radio (Includes SPS and USB Programming)	1.5	ZFAT	N/A

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

- The Warranty Claim Code must be accurately entered in the "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 "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 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.

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### Service Procedure

**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 12V 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.(Global B-Use when applicable).
- 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. (2019 and prior-Use when applicable).
- Please verify that the radio time and date are set correctly before inserting USB drive into vehicle for programming, otherwise an error will result. (Use when applicable).
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

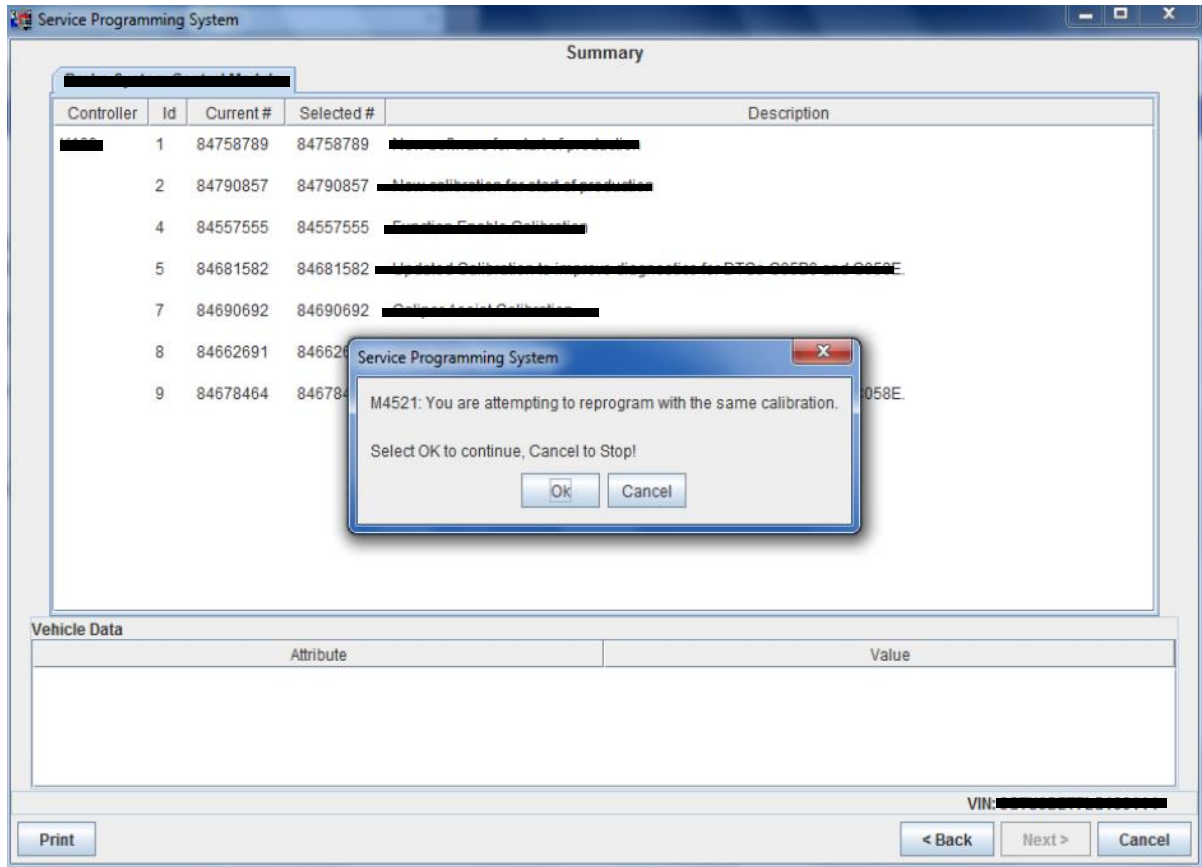
The screenshot shows the Techline Connect software interface. At the top, there is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' tabs. A modal dialog box is open in the center, displaying the error message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. Below the dialog, there is a table with columns for 'Controller', 'ID', and 'Current #'. The table contains 7 rows of data for controller K17. At the bottom of the interface, there are buttons for 'Print', 'Save to PDF', 'ECU Data', 'Back', 'Start Programming', and 'Cancel'. A VIN field is visible at the bottom right of the interface.

Controller	ID	Current #
K17	1	84820771
K17	2	84820790
K17	3	84820797
K17	4	84820801
K17	5	84820808
K17	6	84820819
K17	7	84820825

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

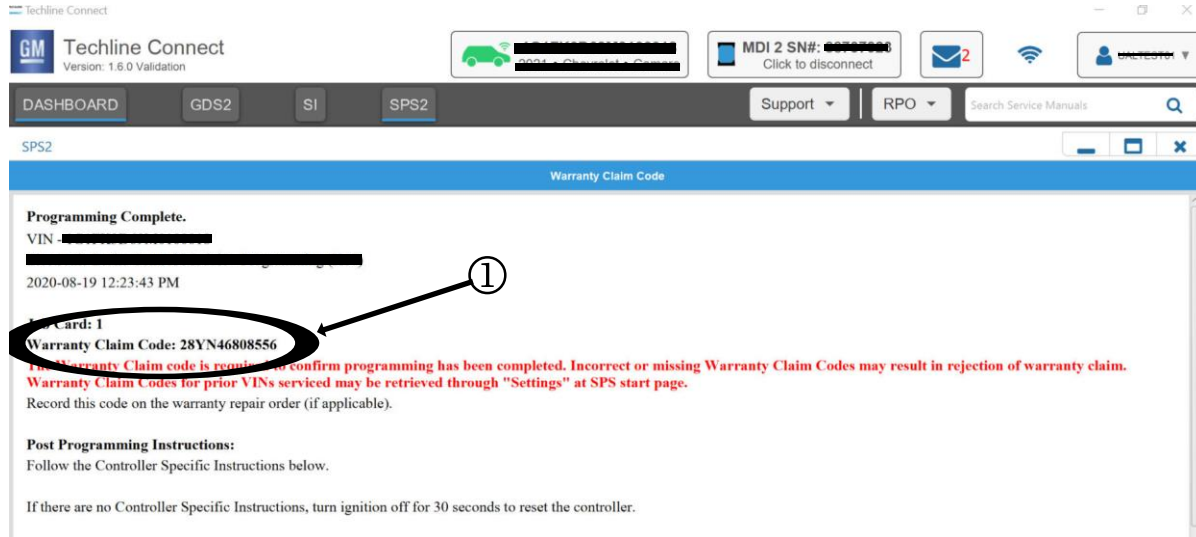
**Important:** If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

**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.

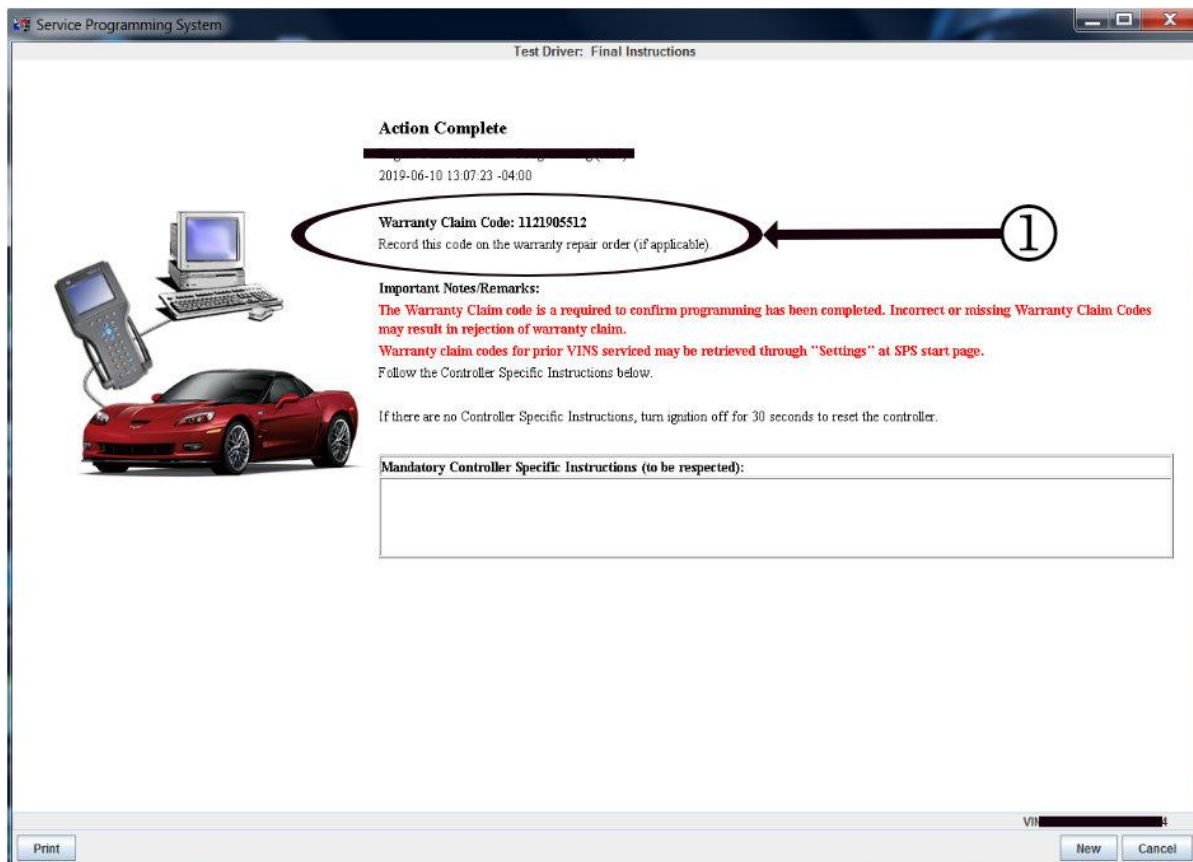
1. Replace the radio. Refer to *Radio Replacement* in SI.
2. Record SPS Warranty Claim Code on job card for warranty transaction submission.

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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 Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

## Service Update

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#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

#### Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

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GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support  
Voluntary Technician  
Certification**