



Service Bulletin

Bulletin No.: 21-NA-099

Date: April, 2021

TECHNICAL

Subject: Speaker Noise, or Loss of Bass, or Low / No Output of Audio from Individual Speaker Channels

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Corvette	2020	2020				
		2021	2021	SOP	Built Prior to February 16, 2021 VIN		

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Involved Region or Country	United States, Canada, Mexico, Middle East, Japan
Additional Options (RPOs)	Equipped with Audio Speaker System (UQH)
Condition	<p>Some customers may comment on any of the following audio symptoms which could be either intermittent in nature, recovering after an ignition cycle, or they could occur every ignition cycle:</p> <ul style="list-style-type: none">• Unexpected audio noises (example: squealing, screeching)• Loss of bass response• Low or no audio output from certain speakers <p>These symptoms may only exist in one or more of the following seven speaker channels:</p> <ul style="list-style-type: none">• Radio Front Side Door Upper Speaker – Left/Right• Radio Front Side Door Speaker – Left/Right• Radio Front Center Speaker• Radio Front Speaker - Instrument Panel Right• Radio Quarter Speaker - Left
Cause	The cause of the condition may be an issue identified in the amplifier calibration.
Correction	Reprogram the T3 Audio Amplifier. This update can occur remotely through in-vehicle prompts from the radio display. However, some customers may decline the vehicle update, or the update may be unsuccessful. Along with the vehicles mentioned above, vehicles in unconnected markets, and fleet customers may need the dealer to reprogram the amplifier with the new calibration.

Service Procedure

Note: Over the Air (OTA) updates can occur for many modules. Be sure to document and take notice of what module is being updated to ensure any OTA listed is for the condition being diagnosed and repaired.

1. Determine if the amplifier update has already been downloaded over the air (OTA) and pending installation.

Tip: Do NOT decline OTA updates for other control modules. If the amplifier OTA is available but displays a “conditions not ideal” statement, then refer to *Over The Air Description and Operation* in SI.

Important: Decline the amplifier update before proceeding with SPS programming.

- 1.1. On the radio, select Home —> Settings —> Update to see if an OTA update for the amplifier is already present in the vehicle and pending installation. The radio will display the following statement to indicate this is the amplifier update: *“This software update improves the performance of your speakers by resolving a potential intermittent loss of audio issue. During the update process, your radio may stay on up to 5 minutes after you exit the vehicle. This is expected behavior when an update package is onboard the vehicle. Do not service your vehicle during installation.”*

- If the amplifier OTA is available select Install and follow the on-screen instructions.
- If no amplifier OTA update is available, then proceed to step 2.

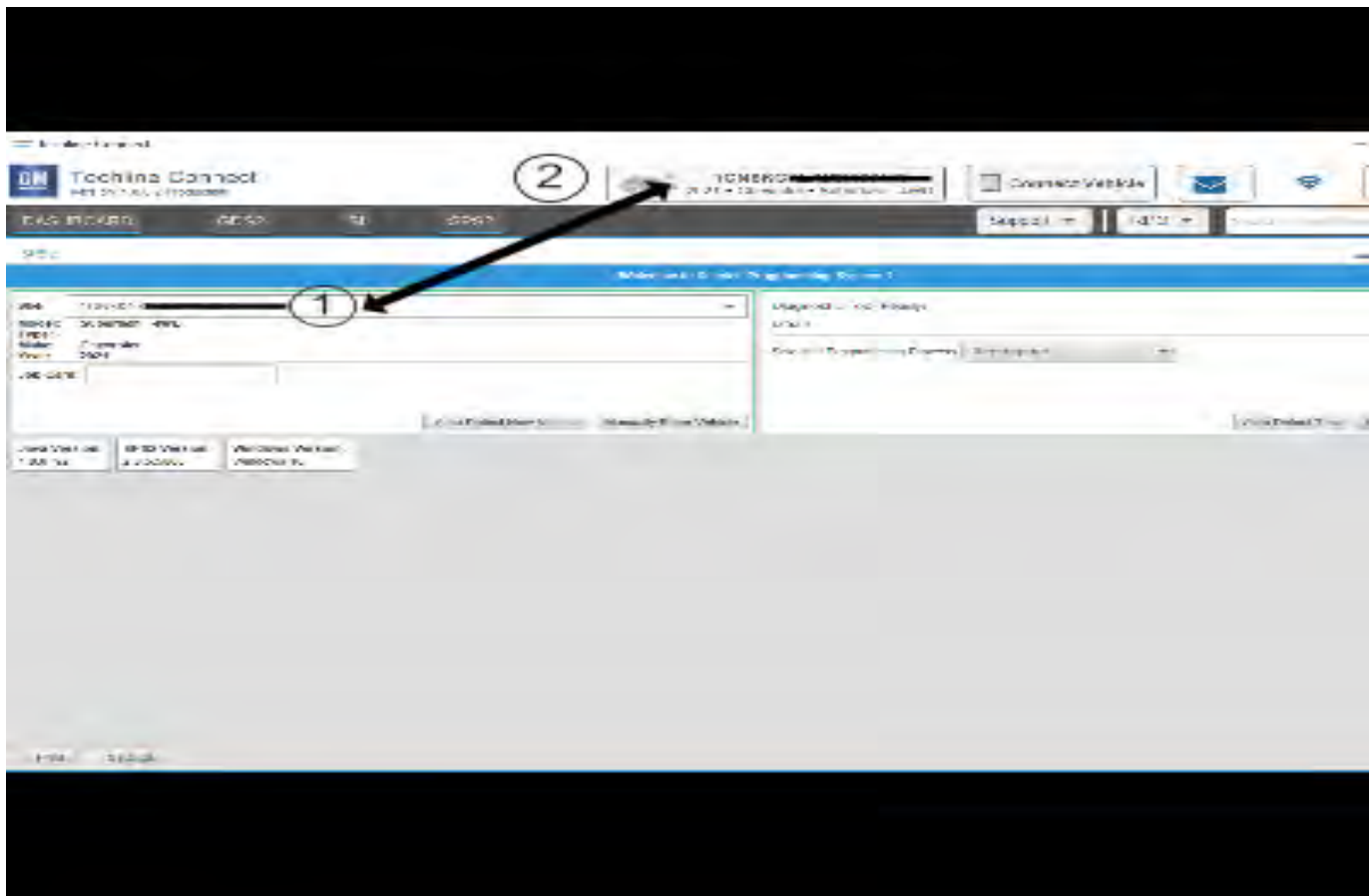
2. Reprogram the audio amplifier follow the SPS Programming procedure below.

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.

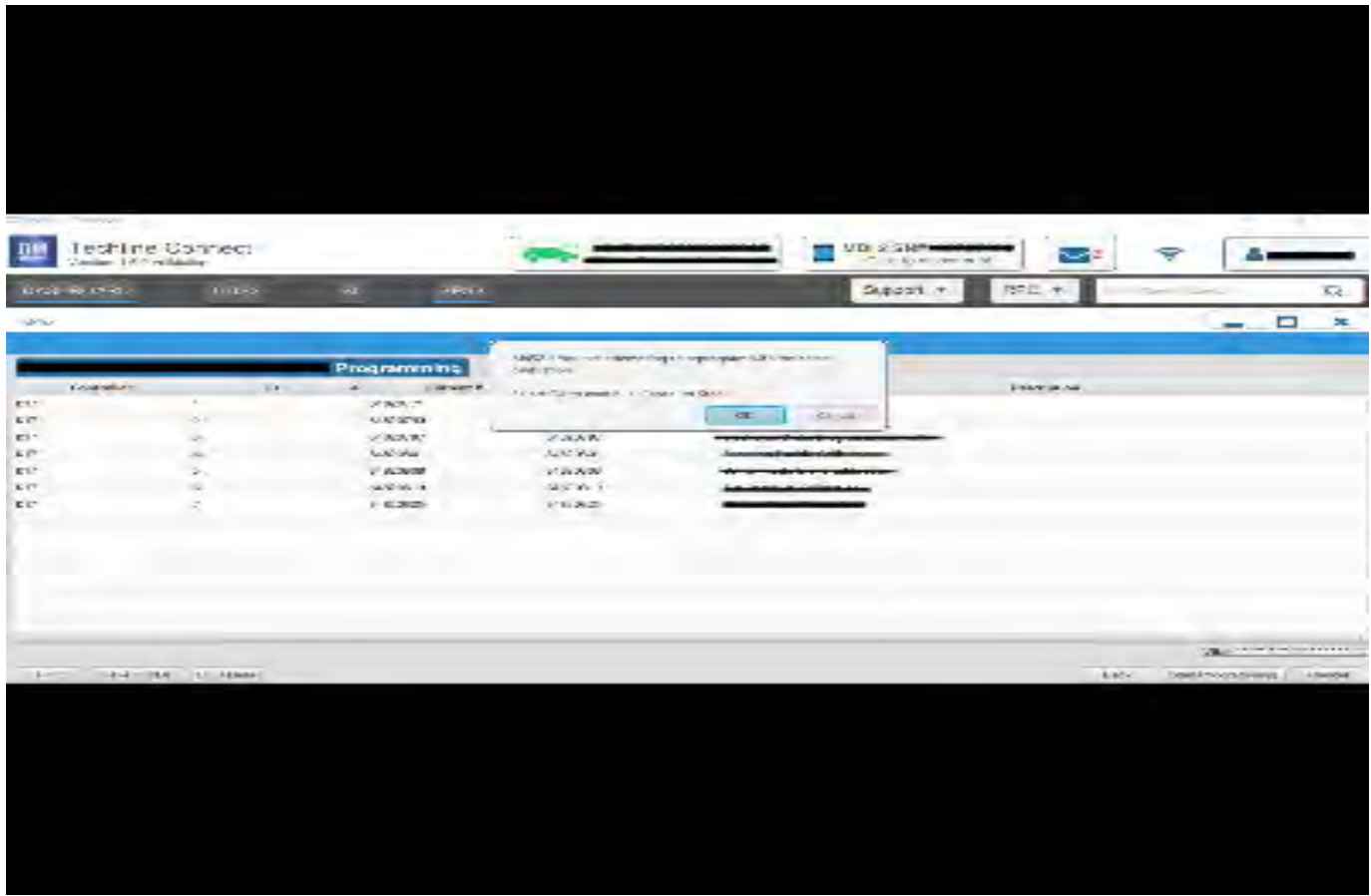
Note: Carefully read and follow the instructions below.

- 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.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

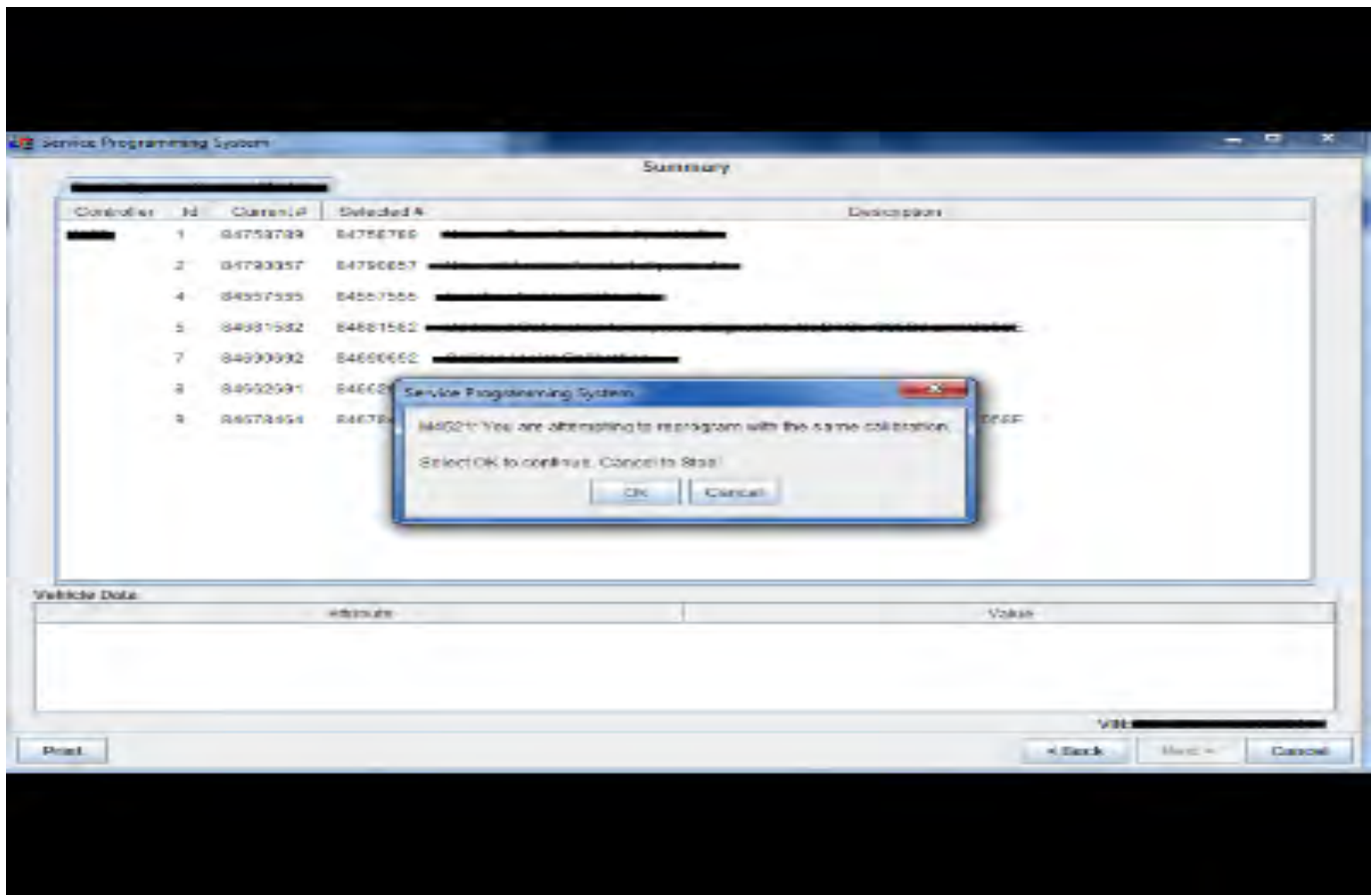
Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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Important: Techline Connect and TIS2WEB screens shown above.

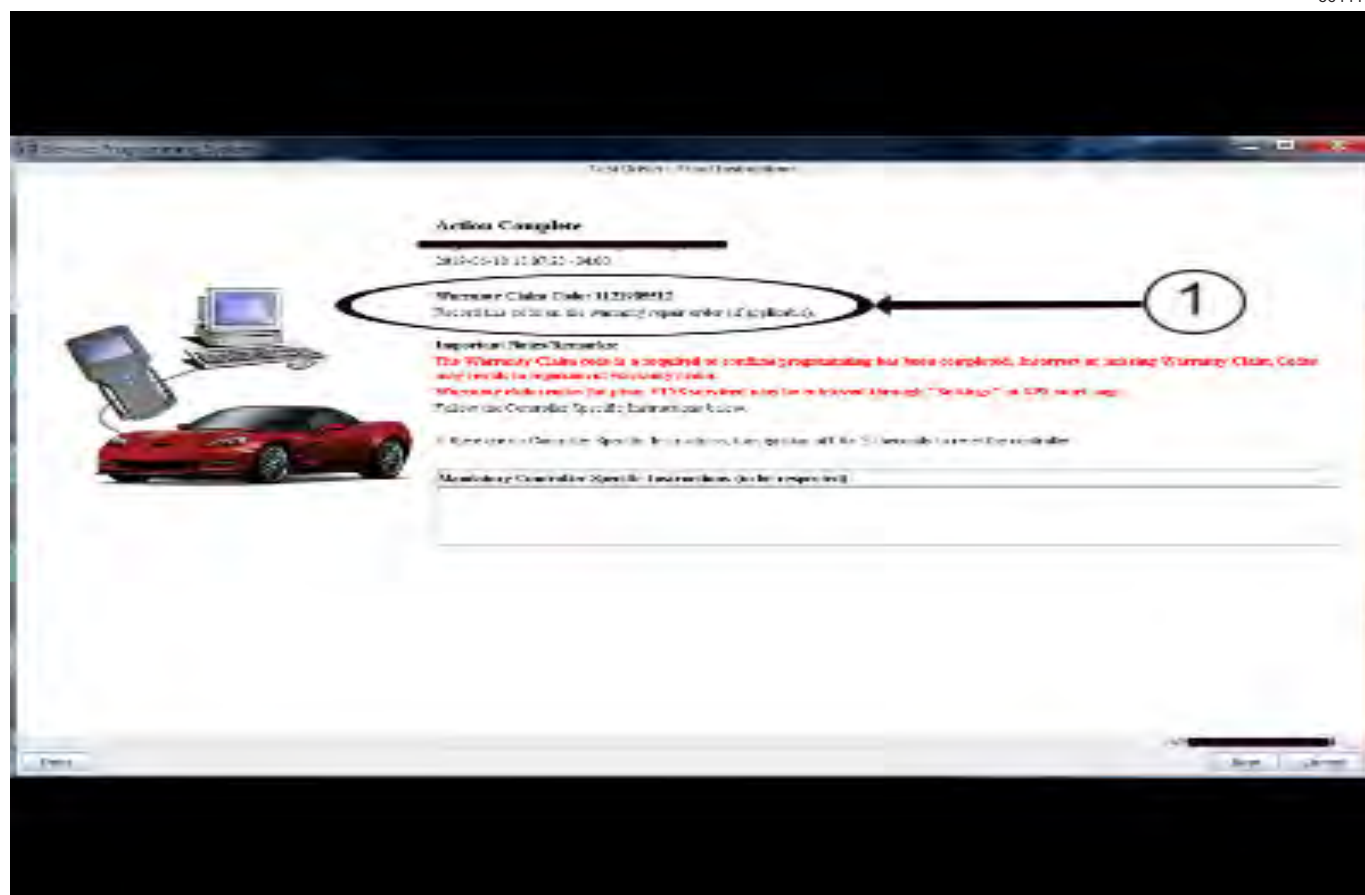
Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer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

3. Reprogram the audio amplifier. Refer to *T3 Audio Amplifier: 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

4. 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
*3487308	Remote Vehicle Update: Techline Connect Download Not Required	0.3 hr
*2887278	T3 Audio Amplifier Reprogramming with SPS	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 April 23, 2021

