

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5822
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 9, 2021

Subject: N212332820 - Service Update
Unable to Access Apps

Models: 2021 Cadillac XT4
2021 Chevrolet Corvette
2021 Chevrolet Silverado 1500
2021 GMC Sierra 1500

To: All General Motors Dealers

General Motors is releasing Service Update N212332820 today. The total number of U.S. vehicles involved is approximately 117,189. 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 June 10, 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

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Release Date: June 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		
Cadillac	XT4	2021	2021	IOS or IOT	Radio – Infotainment System, Enhanced Connectivity
Chevrolet	Corvette				
Chevrolet	Silverado 1500				
GMC	Sierra 1500				

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.

Condition	Certain 2021 model year Cadillac XT4, Chevrolet Corvette, Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles may not be able to access Apps. A most notable improvement list this software update may correct is located at the end of this bulletin for conditions or concerns a customer may experience.
Correction	Dealers will reprogram the radio.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105678*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105679*	Radio Reprogramming with SPS	0.3		

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:

- Open TIS/TLC 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.

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 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.

Service Update

N212332820 Unable To Access Apps



- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- 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.

The screenshot shows the Techline Connect SPS2 interface. At the top, there is a header with the GM logo and 'Techline Connect Version: 1.8.0.2 Production'. Below this is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' tabs. A 'Connect Vehicle' button is visible, along with a notification icon showing '1' and a Wi-Fi icon. The main area is titled 'Welcome to Service Programming System 2'. On the left, there is a form for vehicle information: 'VIN: 1GNSKGM...', 'Model: Suburban - 4WD', 'Type: -', 'Make: Chevrolet', 'Year: 2021', and 'Job Card:'. A circled '1' points to the VIN dropdown menu. On the right, it says 'Diagnostic Tool Ready! J2534' and 'Selected Programming Process: Reprogram'. At the bottom, there are system version details: 'Java Version: 1.8.0_92', 'SPS2 Version: 2.8.5.5060', and 'Windows Version: Windows 10'. A circled '2' points to the vehicle connection status area at the top right.

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The screenshot shows the Techline Connect SPS2 interface during a programming process. A 'Programming' dialog box is open, displaying a table of controllers. The table has columns for 'Controller', 'ID', and 'Current #'. The data is as follows:

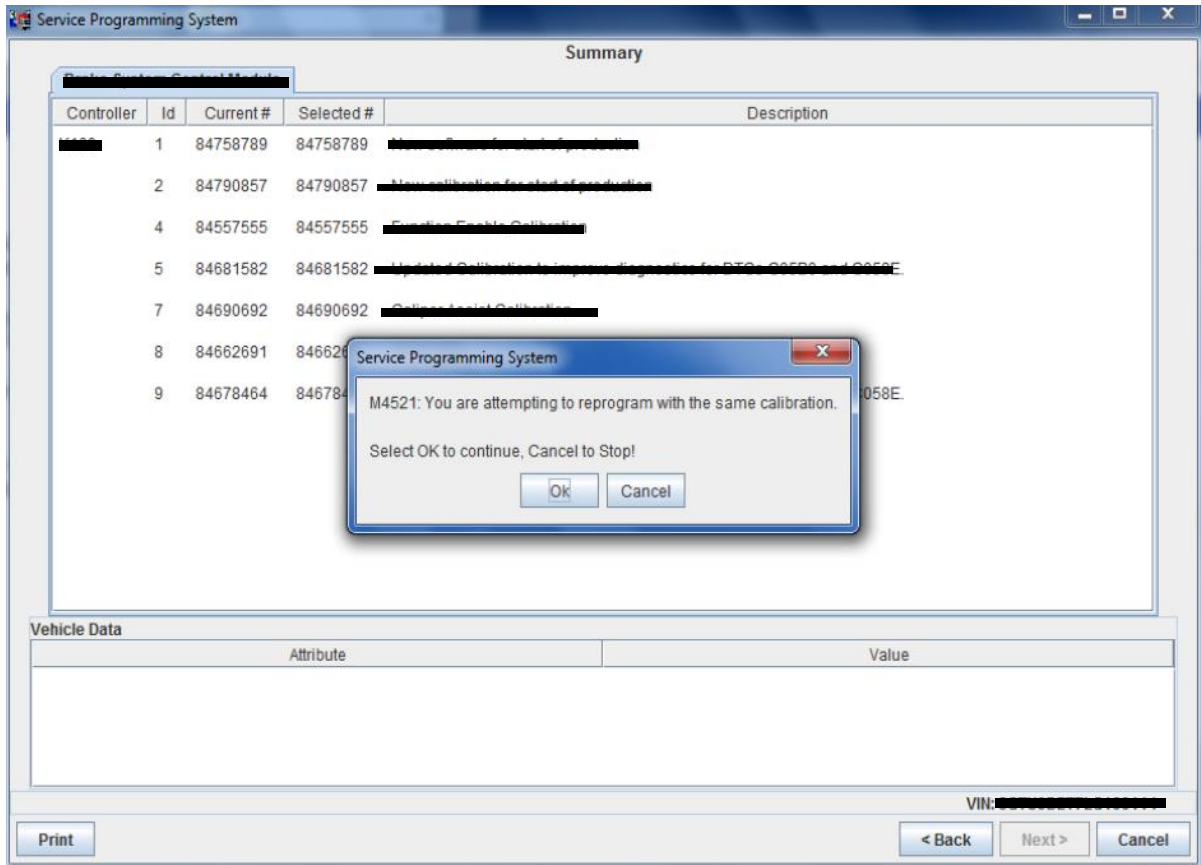
Controller	ID	Current #
K17	1	84820771
K17	2	84820790
K17	3	84820797
K17	4	84820801
K17	5	84820808
K17	6	84820819
K17	7	84820825

An error dialog box is overlaid on the table, with the message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog has 'OK' and 'Cancel' buttons. The background interface shows the 'Programming' tab selected, and a 'Description' column is visible on the right. At the bottom, there are buttons for 'Print', 'Save to PDF', 'ECU Data', 'Back', 'Start Programming', and 'Cancel'. A VIN field is partially visible at the bottom right.

5644477

Service Update

N212332820 Unable To Access Apps

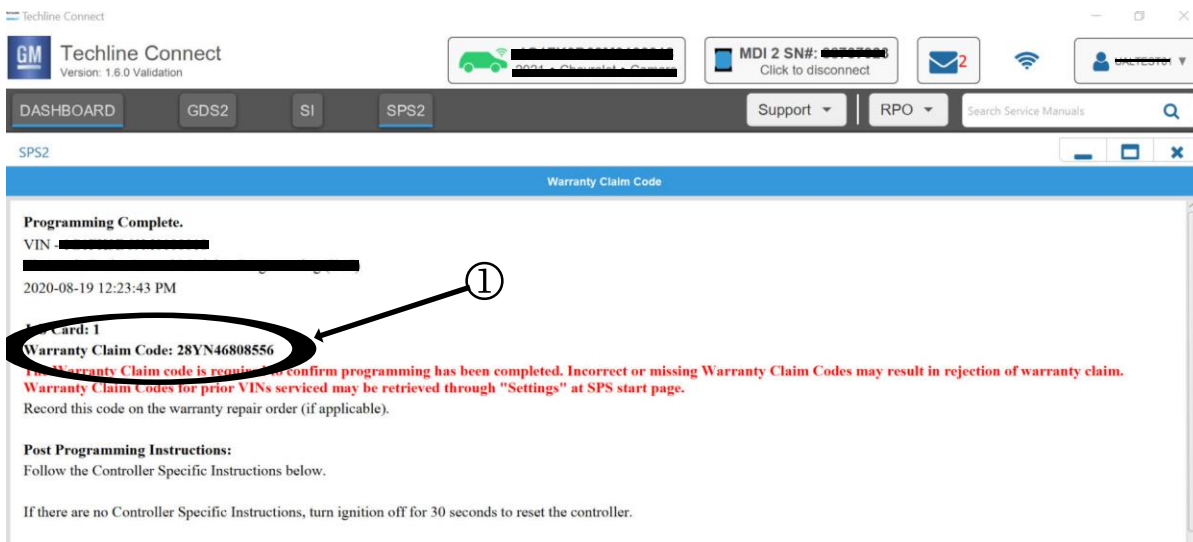


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Important: Techline Connect and TIS2WEB screens shown above.

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.

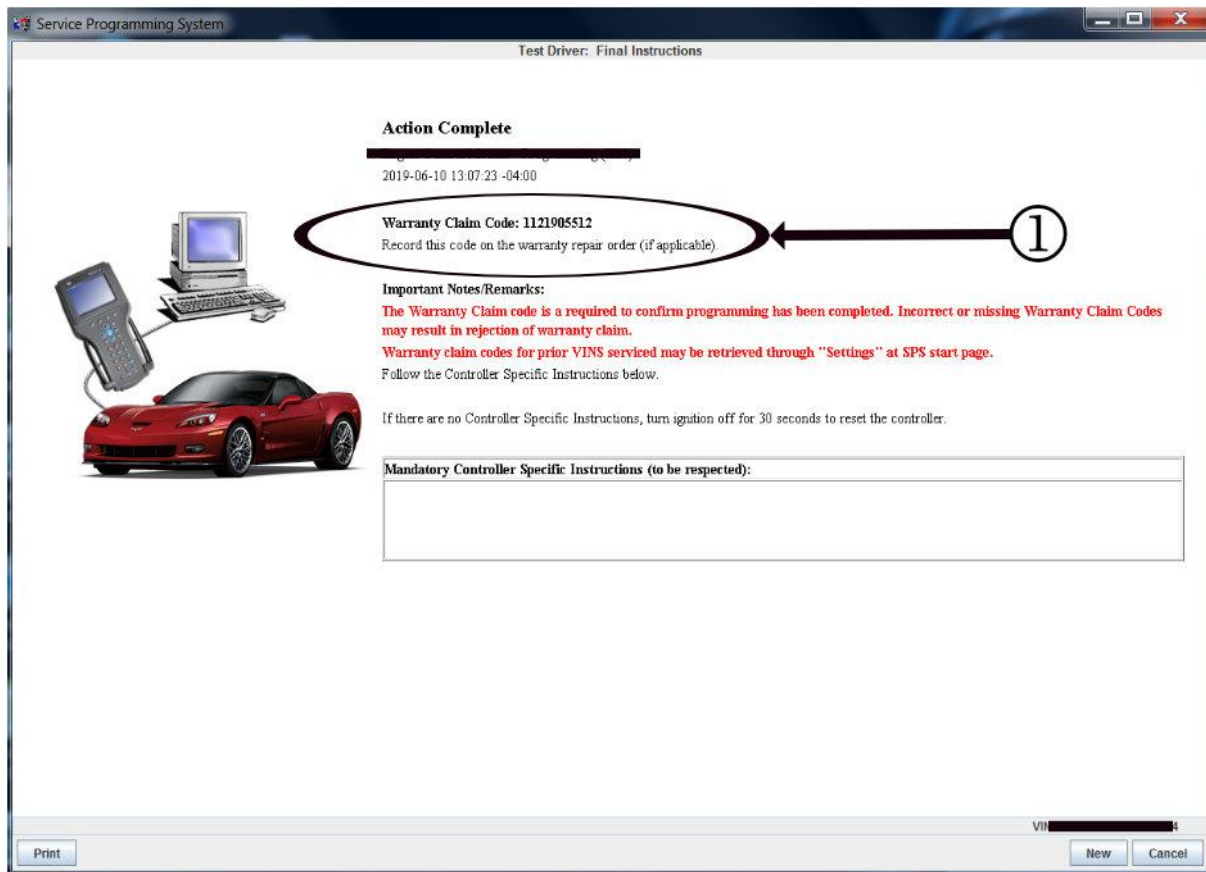
1. Reprogram the radio. Refer to *A11 Radio: Programming and Setup* in SI. USB reprogramming is not required.



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Service Update

N212332820 Unable To Access Apps



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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.

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

Diagnostic Aids:

If any symptom persists after completing the radio calibration update, it is possible that the customer still needs to accept Terms and Conditions (T&Cs), and/or that their password for OnStar may have expired

1. Verification of the calibration being installed can be confirmed by:
 - a. logging into the Guest Profile and successfully installing an app in the radio.
 - b. confirm that the OnStar accounts tab now shows accurate data.
2. Contact OnStar to confirm connectivity with the vehicle and that OnStar T&Cs have been accepted by the customer.
3. Inquire with the customer to ensure their OnStar, Owner Center, or myBrand password has not expired. If the customer can log into their my.chevrolet.com or my.gmc.com account, this confirms their password is not expired.

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/repaired 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.

Service Update

N212332820 Unable To Access Apps



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.

*****MOST NOTABLE IMPROVEMENTS*****

Important: Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.

Some customers may comment of any or all of the following symptoms:

- 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.

