

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5874
URGENT - DISTRIBUTE IMMEDIATELY

Date: July 20, 2021

Subject: N212339040 - Customer Satisfaction Program
Radio Calibration Incorrect for Steering Wheel Switches

Models: 2021 Chevrolet Tahoe
Equipped with Special Service Sales Package (RPO 5W4) and Radio
Infotainment System (RPO IOR)

To: All General Motors Dealers

General Motors is releasing Customer Satisfaction Program N212339040 today. The total number of U.S. vehicles involved is 1,491. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin in early August of 2021.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated July 21, 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

Customer Satisfaction Program

N212339040 Radio Calibration Incorrect for Steering Wheel Switches



Release Date: July 2021

Revision: 00

Attention: This program is in effect until August 31, 2023.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Tahoe	2021	2021	5W4	Special Service Sales Package
				IOR	Radio Infotainment System

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	On certain 2021 model year Chevrolet Tahoe vehicles with a special service sales package and radio infotainment system (RPOs 5W4 and IOR), the left hand buttons on the backside of the steering wheel currently enable favorites instead of being repurposed for the use of emergency equipment such as police lights or sirens and push-to-talk microphone.
Correction	Dealers are to reprogram the radio.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105778*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105779*	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:

1. Open TIS/TLC 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.

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.
- 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.

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- 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. 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, there is a 'Connect Vehicle' button and a 'Diagnostic Tool Ready!' status. Below the main form, there are buttons for 'Auto Detect New Vehicle', 'Manually Enter Vehicle', and 'Auto Detect Tool'. At the bottom left, there are 'Print' and 'Settings' buttons. System information at the bottom shows Java Version: 1.8.0_92, SPS2 Version: 2.8.5.5060, and Windows Version: Windows 10.

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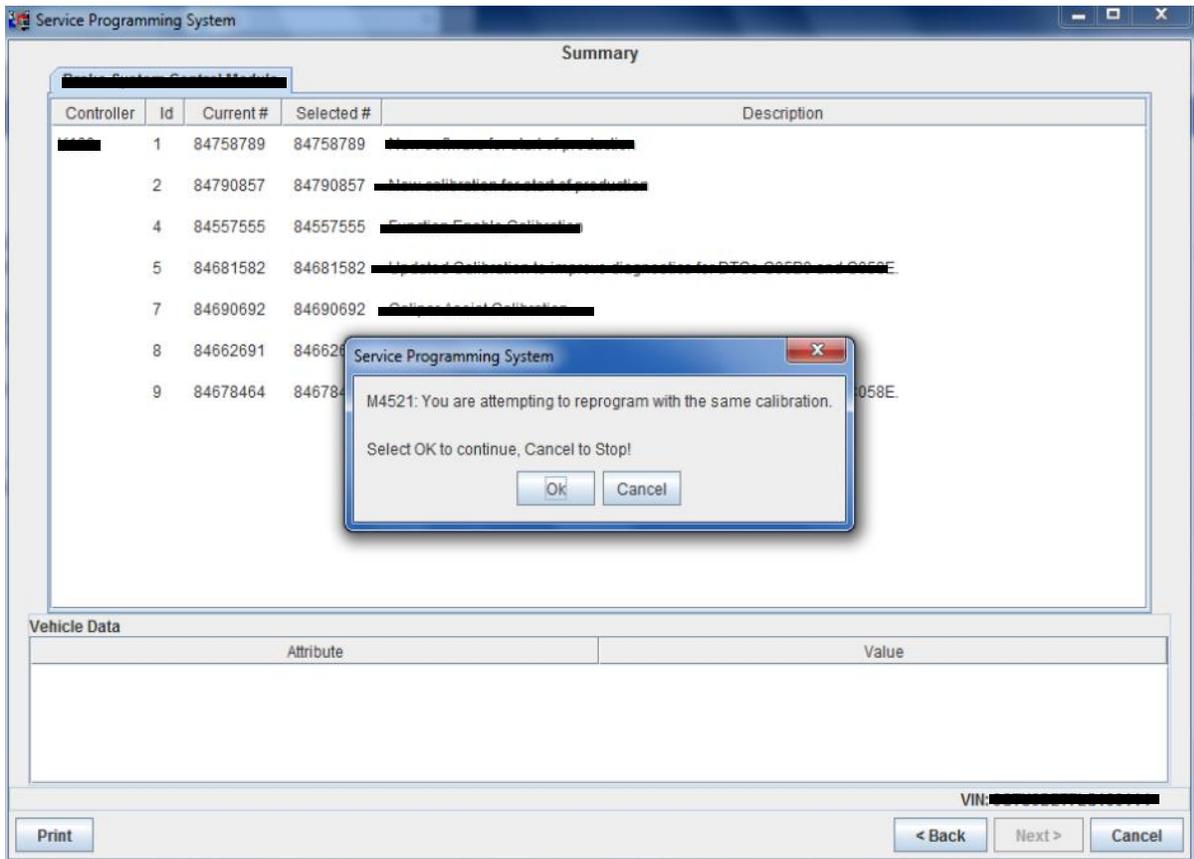
The screenshot shows the Techline Connect SPS2 interface during a programming session. A dialog box is displayed in the center with the message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog has 'OK' and 'Cancel' buttons. In the background, there is a table titled 'Programming' with columns for Controller, ID, and Current #. The table contains 7 rows of data. At the top right, there is a 'Click to disconnect' button and a 'MDI 2 SN#' field. The bottom of the screen shows 'Print', 'Save to PDF', 'ECU Data', 'Back', 'Start Programming', and 'Cancel' buttons.

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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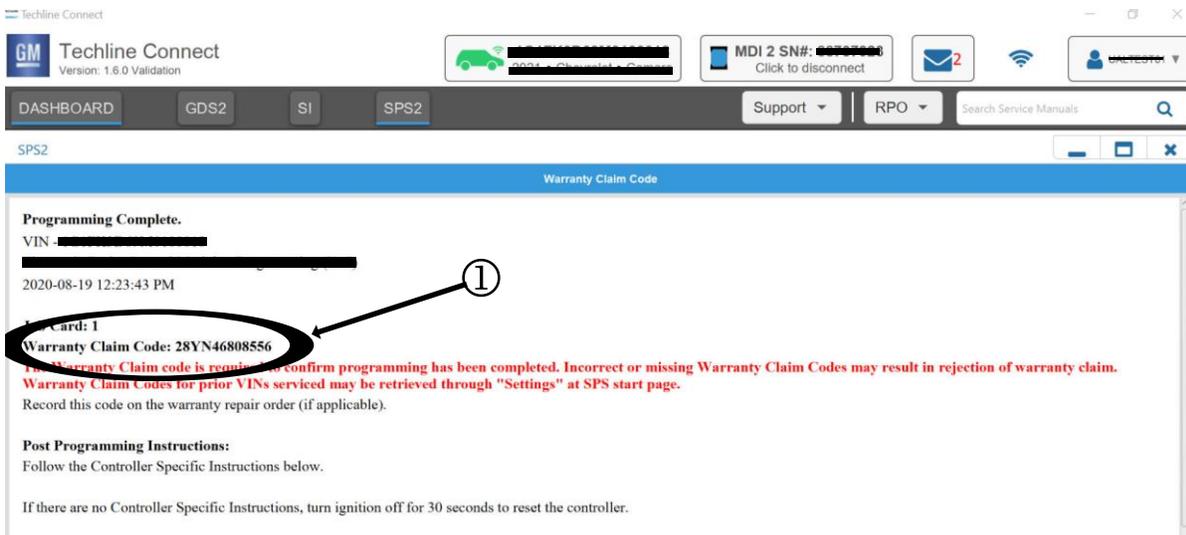


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Important: Techline Connect and TIS2WEB screens shown above.

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.

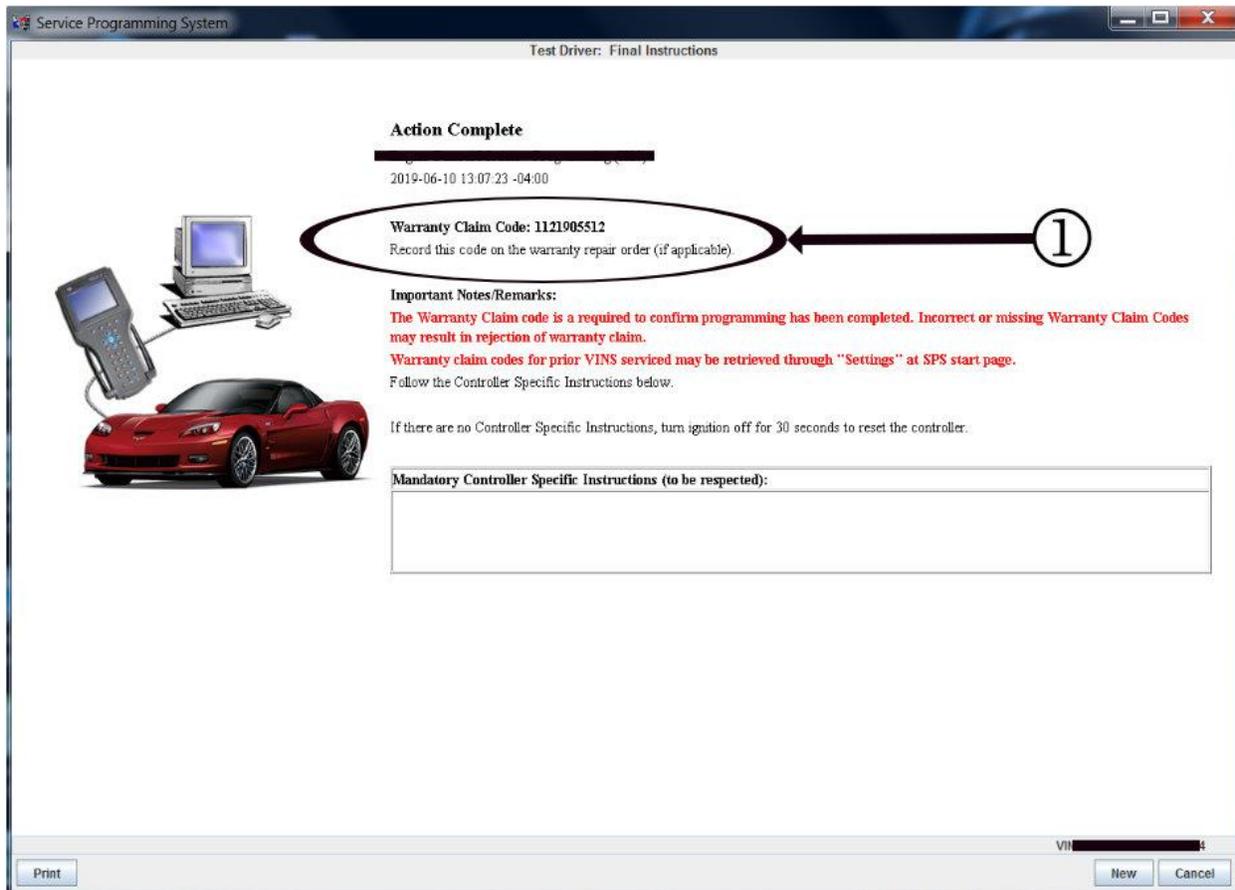
1. Reprogram the radio. Refer to *A11 Radio: Programming and Setup* in SI. USB reprogramming is not required.



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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.

Dealer Responsibility

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this program 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.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through August 31, 2023. Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, through August 31, 2023, whenever a vehicle subject to this field action enters your vehicle inventory you must take the steps necessary to ensure the program correction has been made before selling the vehicle. In addition, for vehicles entering your facility for service, you are required to ensure the customer is aware of the open field action

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and make every reasonable effort to implement the program correction as set forth in this bulletin prior to releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing has been prepared and will be available through GM GlobalConnect Maxis Field Action Reports or sent directly to export dealers. The Inventory tab of the dealer reports will contain 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 contain customer names and addresses from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this field action may be a violation of law in several states.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

USA & Canada - General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin)

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**

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August 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that on your 2021 model year Chevrolet Tahoe vehicle, the left hand buttons on the backside of the steering wheel currently enable favorites instead of being repurposed for the use of emergency equipment such as police lights or sirens and push-to-talk microphone.

Your satisfaction with your Tahoe is very important to us, so we are announcing a program to fix this condition.

What We Will Do: Your GM dealer will reprogram the radio. This service will be performed for you at **no charge until August 31, 2023**. After that, any applicable warranty will apply.

What You Should Do: To limit any possible inconvenience, we recommend that you contact your dealer as soon as possible to schedule an appointment for this update. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We truly appreciate you taking the time to update your vehicle as we know your time is valuable. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Chevrolet Tahoe provides you many miles of enjoyable driving.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

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