TECHNICAL

Subject: Radio System Settings Lost or Returning to Default Values

This bulletin replaces PIT5839C. Please discard PIT5839C and previous versions.

Brand:	Model:	Model Year:		Breakpoint Date:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Blazer	2020	2020	SOP	—	—	—
	Camaro		2020				
	Colorado		2022		January 1, 2022		
	Equinox		2021		—		
	Malibu		2020				
	Silverado 1500		2021				
	Silverado 2500HD/3500HD		2022				
	Sonic		2020				
	Trax		2021				
GMC	Canyon		2022	SOP	January 1, 2022		
	Sierra 1500		2021		—		
	Sierra 2500HD/3500HD		2022				
	Terrain		2021				

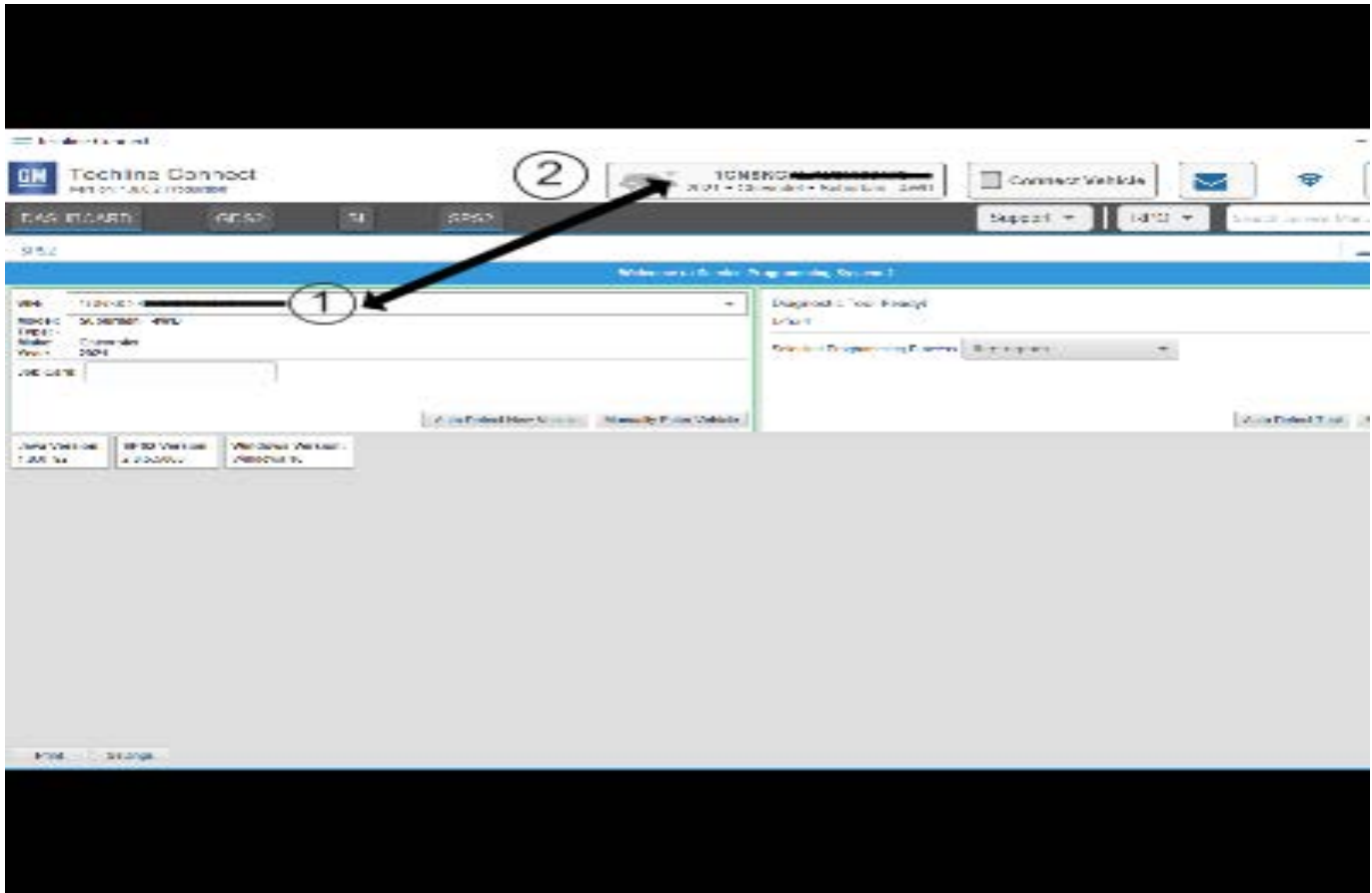| Involved Region or Country	North America, Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Middle East, Israel, Palestine, Egypt, GM Korea Company, Thailand, Japan, Other Africa, Australia/New Zealand
Additional Options (RPOs)	Equipped with Infotainment System (IOR)
Condition	Some customers may comment on any combination of the following Radio System Settings being lost, not retained, or returning to a default value after the ignition is turned off and the radio goes to sleep: • Audio Tone Settings; including equalizer or EQ, Fade, Balance, or Sound Mode return to a neutral, zero, or default value • Language setting defaults back to English from any other language • Radio Maximum Startup Volume has changed leading to a complaint the volume is louder or not as loud as what it was during the previous drive cycle
Cause	The cause of the condition may be anomalies with software version V135118. **Note:** Software was built into 2021 model year vehicles listed but may not be present in a 2020 model year vehicle unless the radio was reprogrammed or replaced and programmed with the V135118 software version.
Correction	New radio software updates were released, version v135119 or higher. **Note:** This update includes all enhancements from previous software version releases.

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.

- 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.
- 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.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.
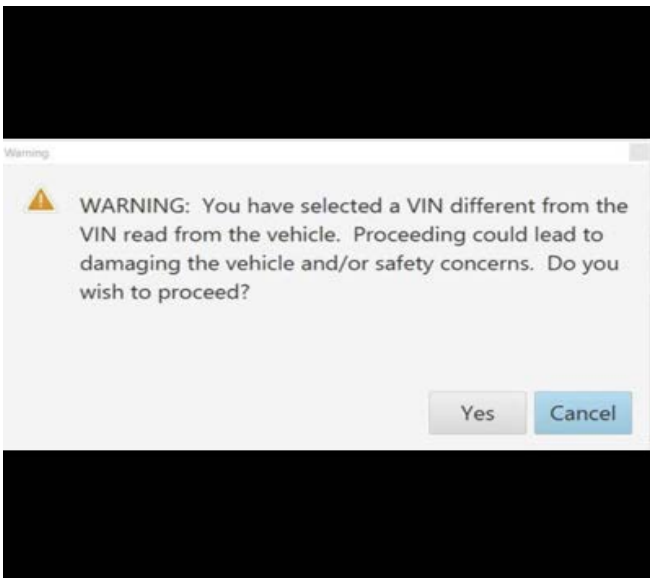
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

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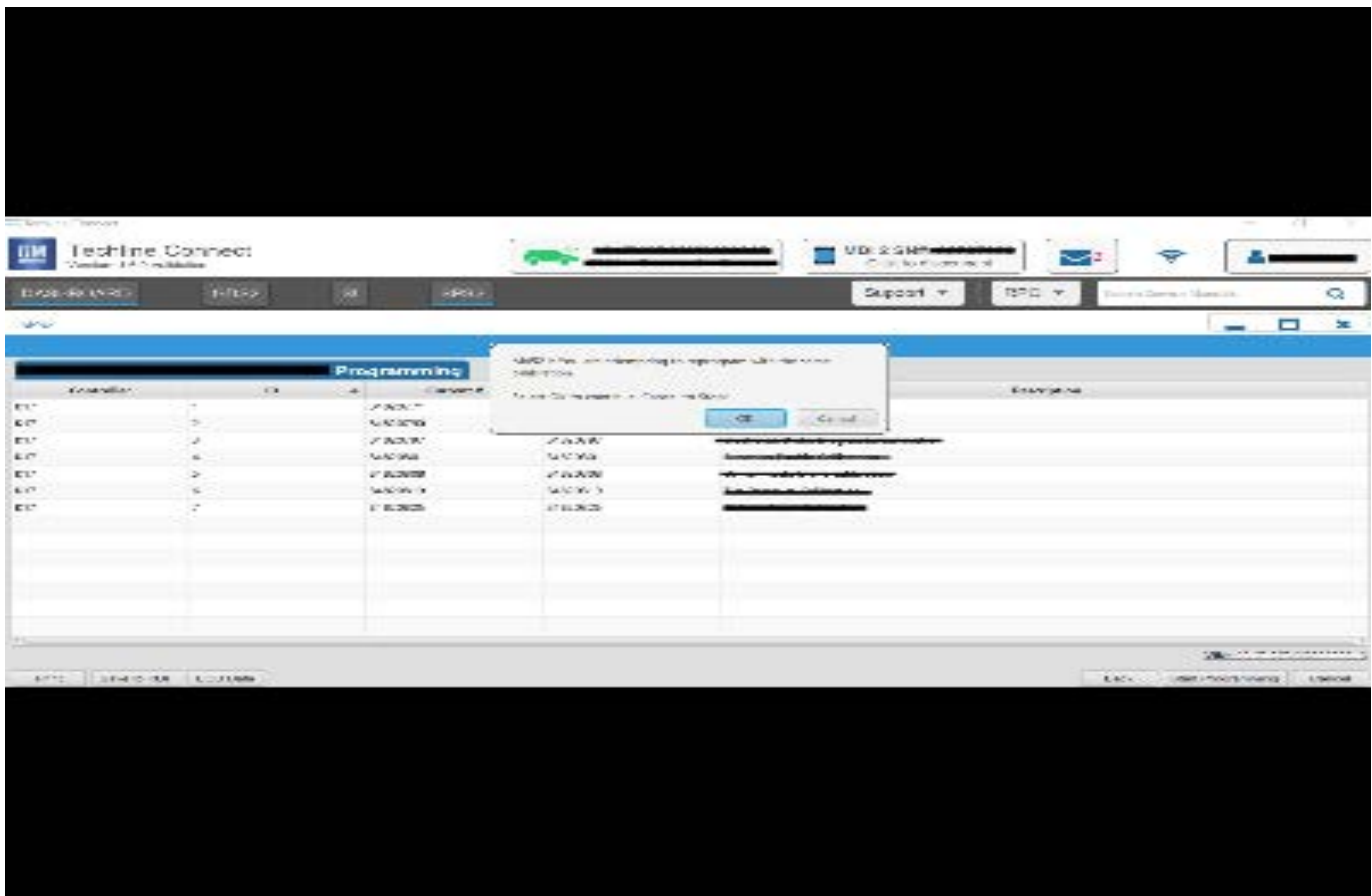

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Important: If the vehicle VIN DOES NOT match, the message below will be shown.

> Warning
>
> ⚠ WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?
>
> Yes   Cancel

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Important: Techline Connect screen 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. Document the WCC on the job card. No further action is required. Refer to the Warranty Information section of this bulletin.

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

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Note: The screenshot above is 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 the SPS Warranty Claim Code on the 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
2888158*	Update radio to SW v135119	0.6 hr

*This is a unique Labor Operation for bulletin use only.

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

- 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	6
Modified	Released August 13, 2021
	October 14, 2021 – Changing software version number listed in the Correction section and Labor Operation Description.
	November 05, 2021 – Added Chevrolet Equinox, Colorado, GMC Canyon, Terrain and TAC supersede statement.
	November 30, 2021 – Added the 2022 Model Year to Chevrolet Colorado, Silverado 2500HD/3500HD, GMC Canyon, Sierra 2500HD/3500HD, added the 2020 Chevrolet Camaro model and Japan to Involved Region or Country section.
	February 21, 2022 – Added the 2020 Chevrolet Blazer and updated the Service Procedure programming.
	April 27, 2022 – Added the Chevrolet Malibu, Sonic and Trax models and Breakpoint Date to Chevrolet Colorado and GMC Canyon and updated Correction section.