



Service Bulletin

Bulletin No.: 23-NA-126

Date: August, 2023

TECHNICAL

Subject: Radio Software Version W33E170.2.2-M166-SBQR3-161.3

This Bulletin Replaces PIT6024. Please Discard PIT6024.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2023	2023				
GMC	Canyon						

Involved Region or Country	North America, Middle East
Additional Options (RPOs)	Equipped with Infotainment System RPO IVD
Condition	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas.
Cause	The cause of the condition may be software anomalies.
Correction	<p>A new radio software update, version W33E170.2.2-M166-SBQR3-161.3, was released to service for vehicles equipped with Infotainment system RPO IVD being brought into the service department. In addition to providing general robustness and stability enhancements, this update includes all enhancements from previous software version releases. Along with the vehicles mentioned above; fleet customers may need the dealer to reprogram the radio with the new software package.</p> <p>This new radio software update has been released via an Over-the Air-Update. Customer will receive a Software Update notification once the software has been downloaded to their vehicle. Customers need to accept the OTA when prompted.</p> <p>For the correct programming process of the radio please refer to PIC6488.</p> <p>Caution: to avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p> <p>Important: Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.</p>

Most Notable Improvements

Radio:

- Loss of Presets.
- Turn by Turn Connection Failed.
- CarPlay Home page scroll inoperable.
- Radio resets.
- XM crashes.
- Black screen on one or both displays, sometimes with DTC B1D73.49.
- Cannot Exit rearview camera.
- Radio slow to boot up.
- Random volume increase.
- Blank display with “Android System” on the radio display.
- Radio menu scroll function not responding at quick speed.
- XM shows “Channel Not Available.”
- Assistant & Voice Settings missing.
- Google Navigation displays incorrectly.
- Radio has factory reset.
- CarPlay connection intermittent and does not reconnect.
- XM app stuck in demo mode but functioning.
- HUD Brightness and rotation not remembered after sleep cycle.
- FM cuts out when selecting audio app.
- Audio and Phone steering wheel switches inoperable.
- No audio including chimes.

- Voice assistant volume weak/reduced when using Siri.
- FM audio lost after ignition cycle.
- Odometer not updating.
- Cannot open Camera app manually.
- Errors launching Camera application.
- Rearview camera does not come up when shifting to reverse.
- Climate fan speed pop up does not come up when using hard buttons.
- Wired CarPlay disconnected while driving.
- Radio display unresponsive to touch.
- Radio crashes after pressing home button.

Phone:

- Cannot add/connect Bluetooth device, sometimes Add Phone Button greyed out.
- Blank screen while interfacing with CarPlay.
- Android Auto/Apple CarPlay may not connect or crash.
- Device is disconnected when switching between wireless CarPlay and Bluetooth.
- Bluetooth connection change from currently paired phone to previously paired phone fails.
- Phone connected to CarPlay, but audio comes from phone speakers.

Displays:

- Fuel Range is inconsistent between Instrument Panel Display and Radio Display.
- Instrument Panel map display does not load when rapidly changing cluster layouts.
- Instrument Panel Display favorites bar not selectable.
- Displays flickering.
- Speedometer missing when changing Instrument Panel Display layout.
- OnStar call stuck on Instrument Panel display.
- OnStar TBT arrival time inconsistent between Instrument Panel Display and Radio display.
- Instrument Panel Display does not show the off-road layout.

Programming:

- VCU does not show “update successful” after USB update.

Service Procedure

Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or

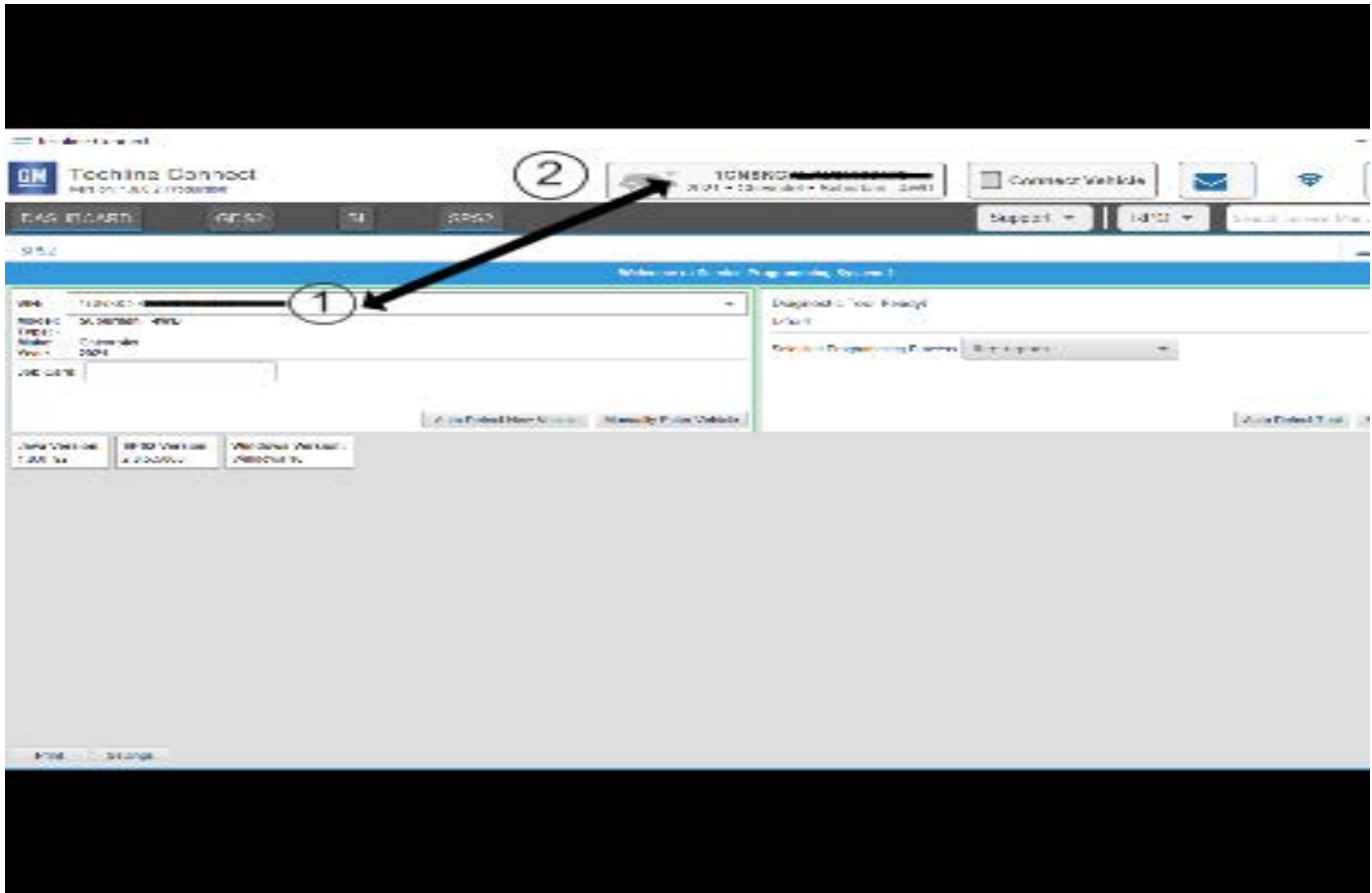
install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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 12 V 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.

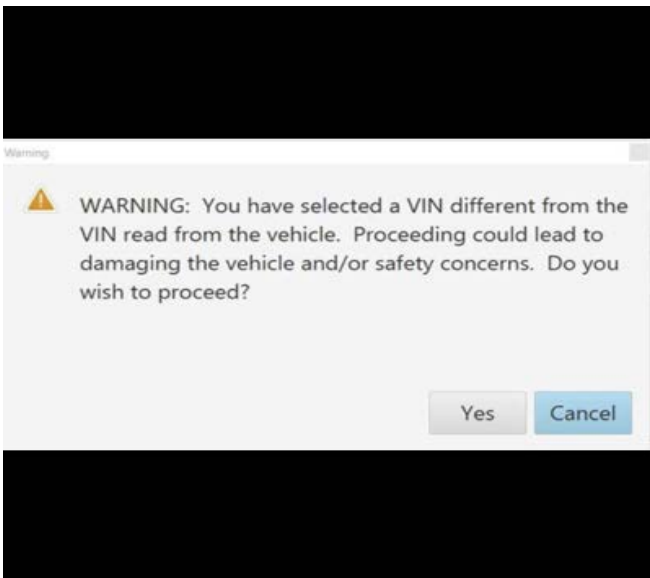
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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.

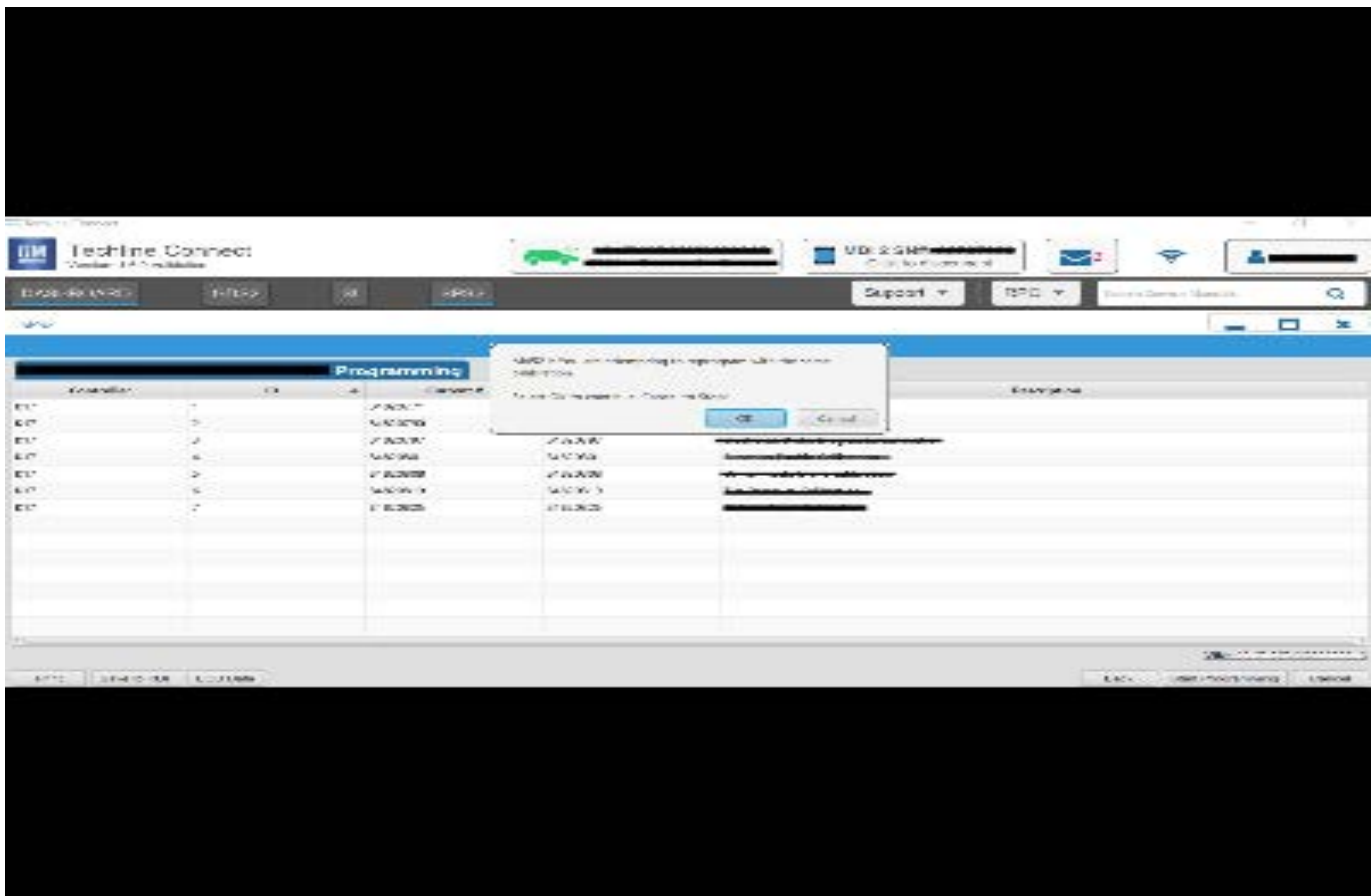


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Important: If the vehicle VIN DOES NOT match, the message below will be shown



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Important: Techline Connect screens shown above.

Important: If the same calibration/software warning is noted on the TLC 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 **PIC6488**.



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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 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.

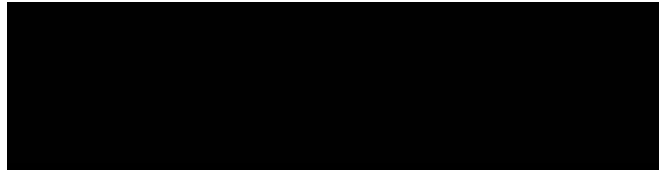
Warranty Information

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.

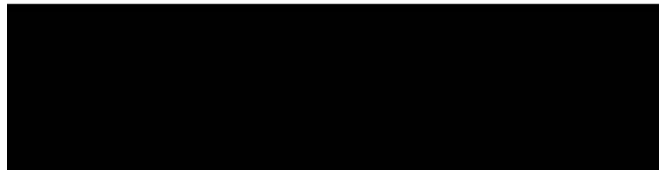
Labor Operation	Description	Labor Time
*2889688	Updating radio software to W33E170.2.2-M166-SBQR3-161.3 VIA SPS/USB	0.6 hr

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

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



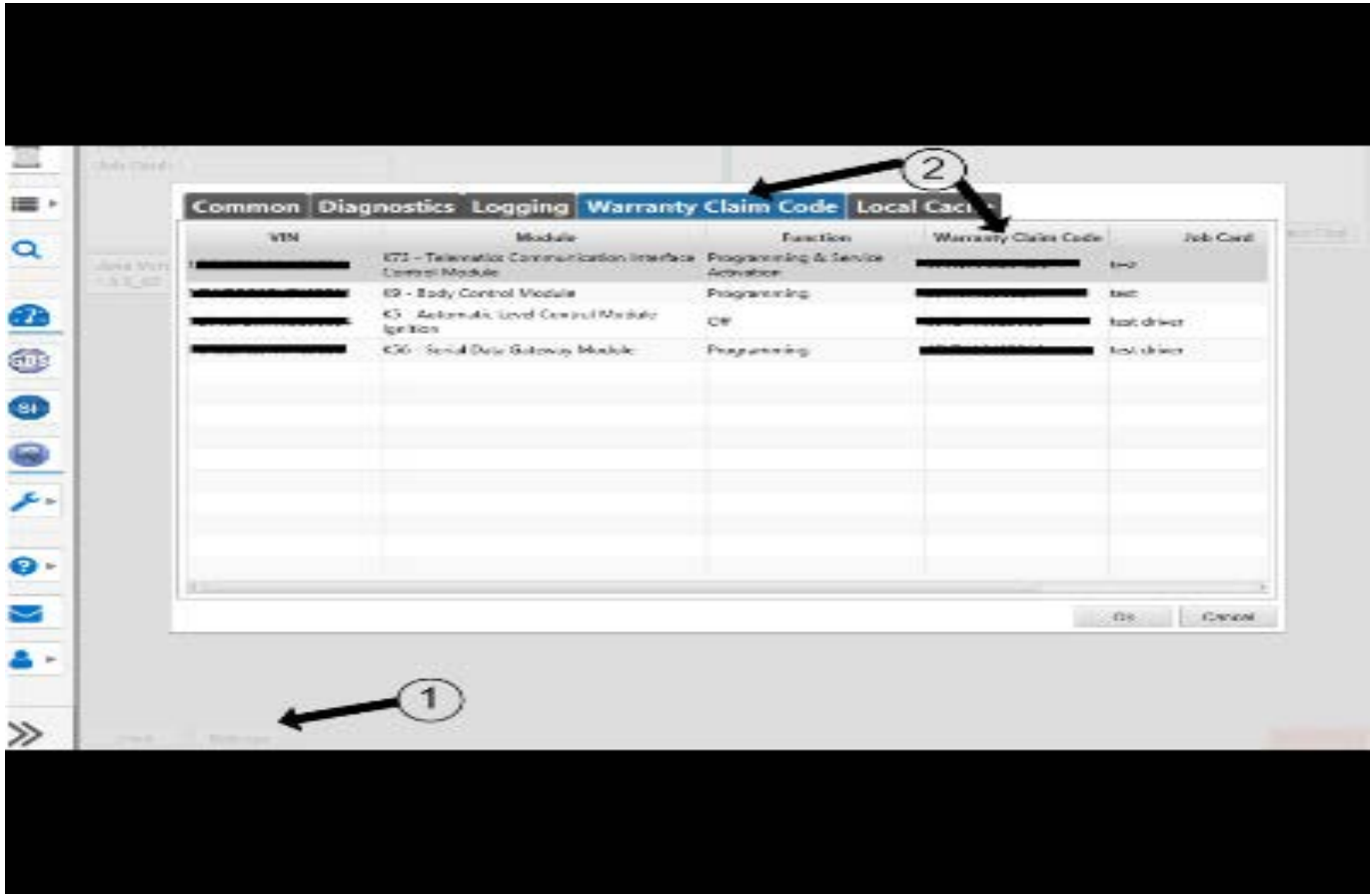
Labour Time [\[Top\]](#)
 Labour Operation Code: _____
 Additional labour op code information: _____ SPS Warranty Claim Code:



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- 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 SPS2.

Warranty Claim Code Information Retrieval



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If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS2 system as follows:

1. Open TLC on the computer used to program the vehicle.
2. Select and start SPS2.
3. Select Settings (1).
4. Select the Warranty Claim Code tab (2).

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	2
Modified	Released July 19, 2023 Revised August 22, 2023 – Added reference to PI for programming procedure.

