



Service Bulletin

Bulletin No.: 23-NA-145

Date: November, 2023

TECHNICAL

Subject: Radio Software Version 167.5

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2024	2024	SOP	Built before July 6, 2023	—	—
	Envista			SOP	Built before July 5, 2023		
Chevrolet	Trailblazer	2024	2024	SOP	July 1, 2023		
	Trax			SOP	July 6, 2023		

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with Infotainment RPO IVA
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>Important: Refer to A232424320: Safety Recall - Intermittent Instrument Panel Blackout.</p> <p>A new radio software update, version 167.5, was released to service for vehicles equipped with Infotainment system RPO IVA 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>Important: Chevrolet Trailblazer was built with version 167.5, bulletin Labor Operation does not apply. Refer to SI for the standard radio programming procedure.</p> <p>Note: Vehicles equipped with the RPO IOR radio do not get 167.5 and uses a totally different software. DO NOT attempt to program an IOR radio with the software referenced in this bulletin.</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> <ul style="list-style-type: none"> • 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. • Ensure Radio RPO is IVA and not IOR. • Ensure USB stick is FAT32 formatted and blank. Add a folder named "update" to the root directory. • Ensure the programming file "85041810" is selected for download from SPS Radio USB File Transfer. • Place the 4 files: 85041807.bin, 85041808.mnf, 85041808.smd, 85041809.bin in "update" folder. • Ensure the ignition is ON and engine is running. Engine needs to be running for programming to proceed.

Most notable improvements contained in this release may include:

- Phonebook sometimes will not display or load.
- Wired CarPlay may disconnect and not reconnect.
- Wireless CarPlay intermittently will not connect.
- CarPlay disconnects when browse button is pressed.
- 3-way calling selection may not work.
- Android auto will not reconnect after short sleep cycle when vehicle is restarted.
- Wireless Android Auto will not connect automatically.
- Connected Android devices may not display recent calls or contact list.
- Incoming calls may not show up on IPC.
- Call view on IPC may not go away after a phone call.
- Call view may not go away on radio display after ending a phone call.
- Cannot make call when selecting a contact on the radio display.
- Change oil soon on IPC cannot be dismissed.
- In vehicle Wi-Fi may not work.
- General stability improvements to address black screen issues on radio and IPC displays.
- Black screen with X when shifting from reverse to drive.
- Radio and IPC displays go black after a stop start event.
- Start up animation flickering on radio display.
- System may reset after removing a USB memory stick.
- Album art not displayed in USB "Now Playing" screen.
- IPC may freeze while driving.
- Radio and IPC may freeze if shifting from Park to reverse to drive very quickly after startup.
- No red zone of fuel gauge is displayed on gauge 1 (Buick only).
- IPC resets to gauge set 1 even if that was not the last one used.
- Steering wheel switches may be inoperable at times.
- Clock freezing and not updating.
- Rear camera may stay on after shifting out of reverse.
- If shifting from Park to reverse quickly after start up the gridlines may disappear.
- When shifting from reverse to park, the radio display may be black with the reverse gridlines.
- After start up home screen may be blank.
- Radio display and IPC taking longer than normal to boot up.
- Bluetooth sometimes will not connect automatically.
- Gauge cluster appearance improvement and corrections.
- IPC taking longer than normal to boot up.
- Selecting defrost in HVAC may direct air to defrost and floor.
- Fan speed may not slow down when receiving a call.
- Service Tire pressure monitoring system may display on IPC.
- Service Side Detection message may display on IPC.
- Volume may go up on its own.

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 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.

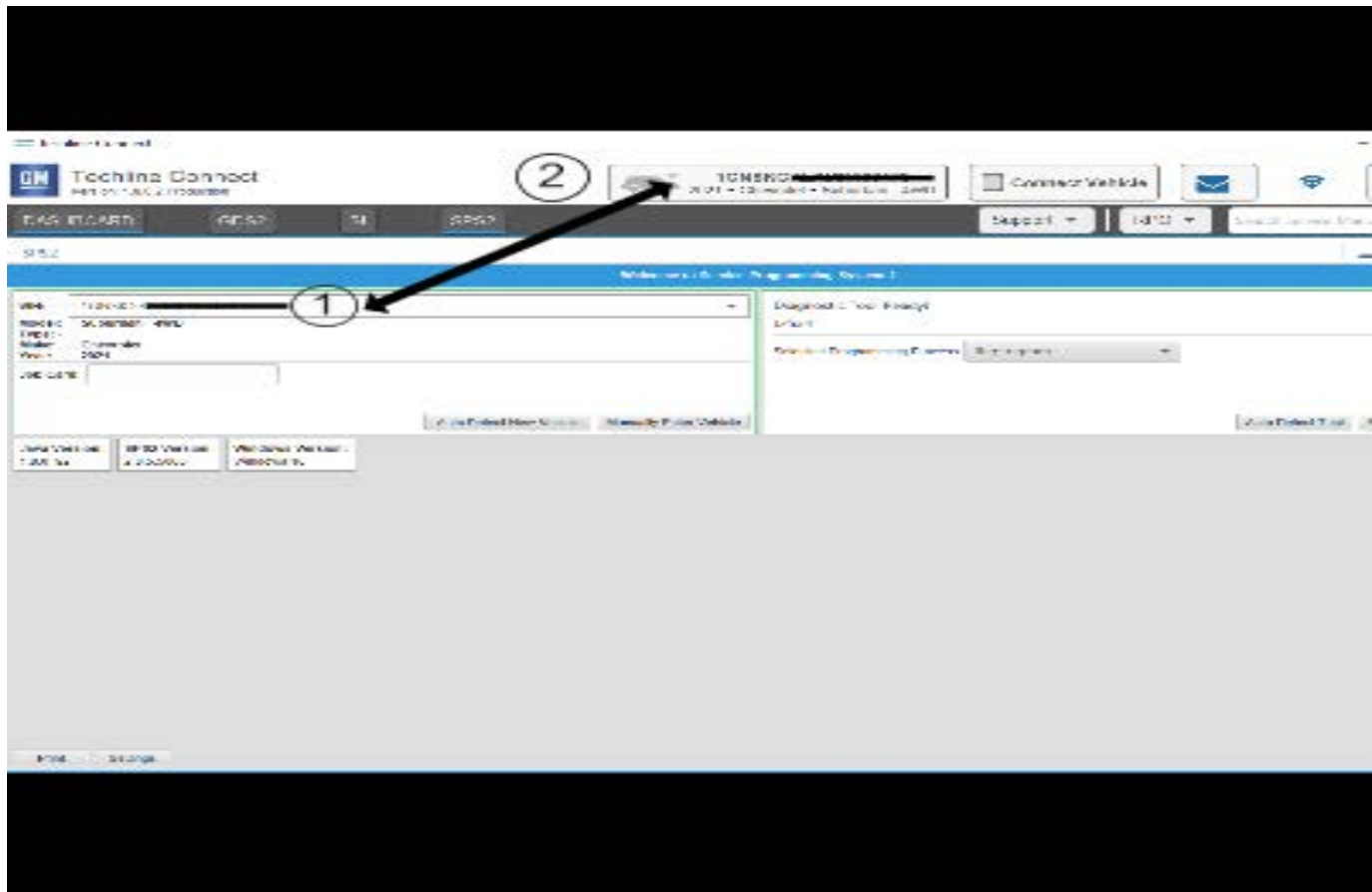
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- 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

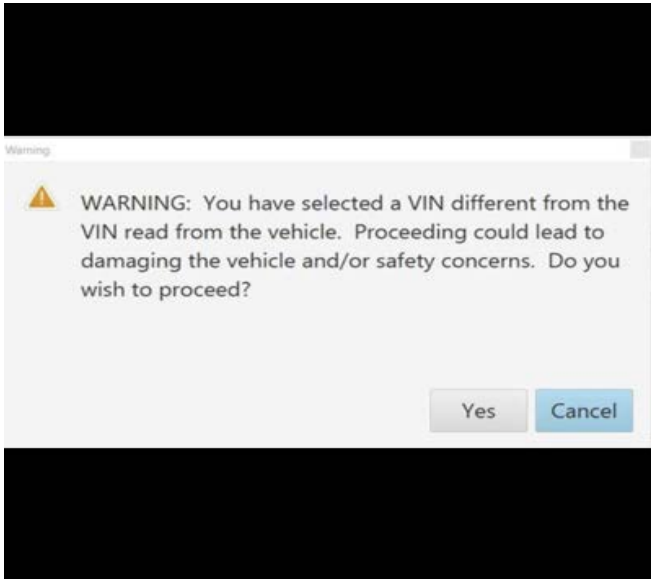
reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.

- 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.

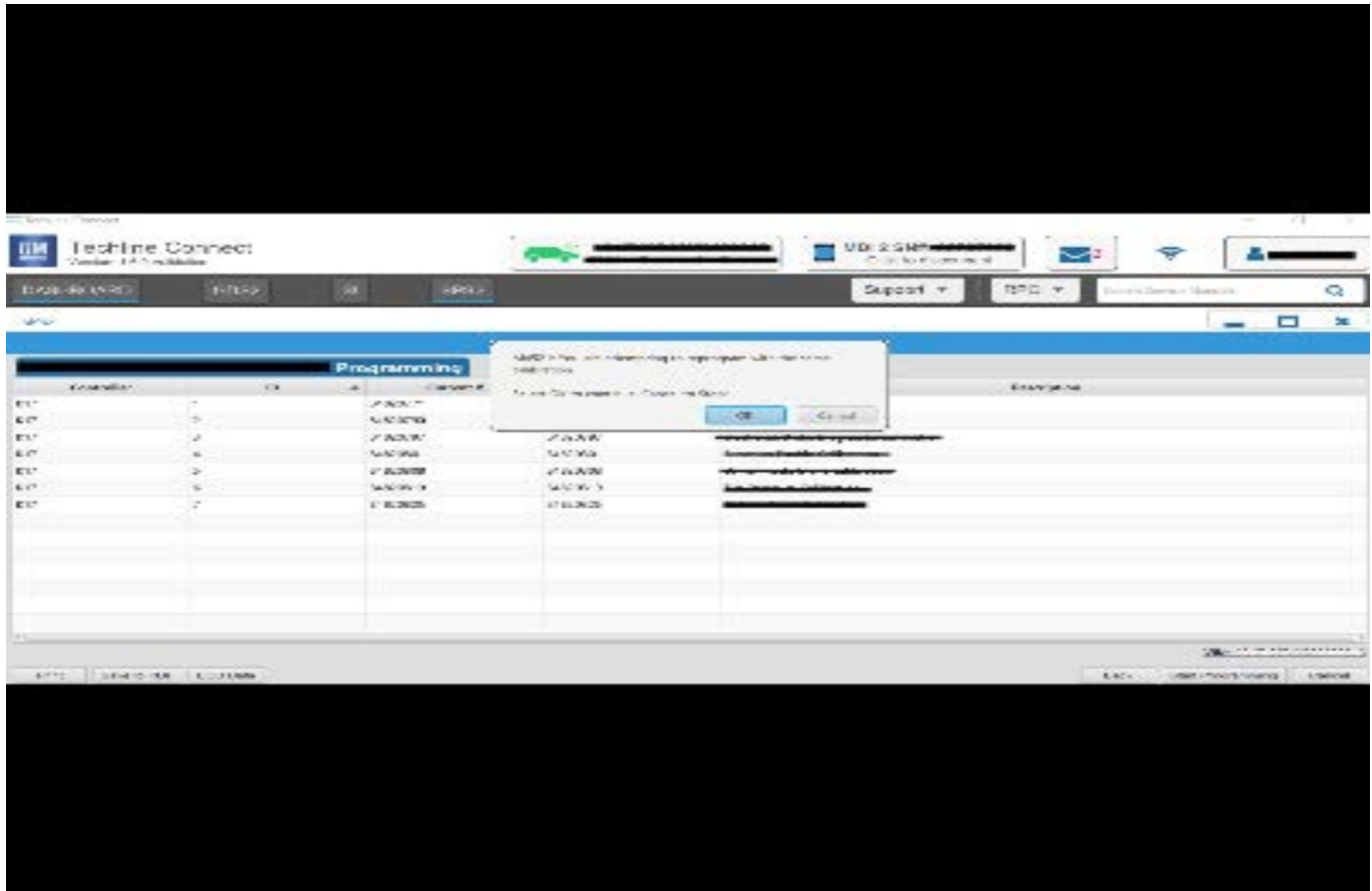
Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.



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



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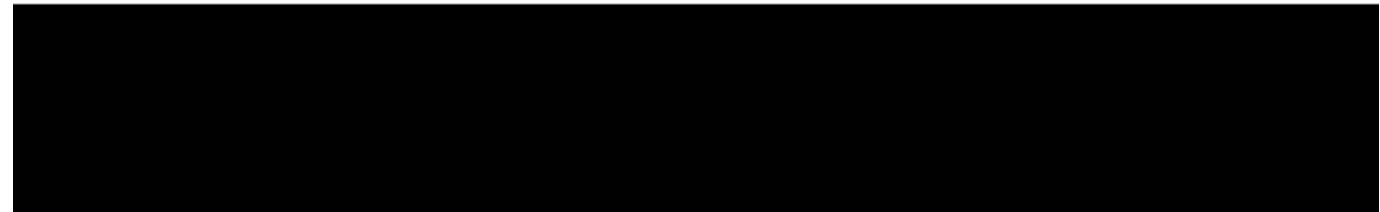


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Important: Techline Connect screen is shown above.

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. 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 the Service Manual.



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

Version	5
Modified	Released August 18, 2023 Revised September 19, 2023 – Added Build Date information and the first Important statement and Note to Correction section and updated the most notable improvements list. Revised October 19, 2023 – Added the last bullet point to list under most notable improvements. Revised October 30, 2023 – Added build date information for Trailblazer, Additional Options (RPOs) section and last bullet item to improvements list. Revised November 22, 2023 – Added reference to Safety Recall in Correction section and removed Warranty Information.

