



Service Bulletin

Bulletin No.: 24-NA-060

Date: March, 2024

TECHNICAL

Subject: Radio Software Version V167 Update

This Service Bulletin supersedes PIT5971B. Please discard all versions of PIT5971.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2022	2024	—	—	—	—
	Encore GX	2021	2023				
	Envision						
Cadillac	CT4 (Excluding 2022 Model Year)	2021	2021	—	—	—	—
		2023	2023				
	CT5 (Excluding 2022 Model Year)	2021	2021				
		2023	2023				
	CT6	2021	2023				
	XT4	2021	2023				
	XT5		2024				
XT6							
Chevrolet	Blazer	2021	2024	—	—	—	—
	Bolt EV	2022	2024				
	Bolt EUV						
	Camaro	2021	2024				
	Corvette		2022				
	Equinox	2022	2024				
	Malibu	2021					
	Silverado 1500	2021	2021				
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022				
	Silverado 2500HD/ 3500HD	2021	2023				
	Suburban	2021	2021				
	Tahoe						
	Trailblazer	2021	2023				
Traverse	2022	2023					

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2021	2023	—	—		
	Sierra 1500	2021	2021				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 2500HD/3500HD	2021	2023				
	Terrain	2022	2024				
	Yukon	2021	2021				
	Yukon XL						

Involved Region or Country	North America, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Europe, Russia, Middle East, Israel, Palestine, Japan, Cadillac Korea (South Korea), GM Korea Company, China, Thailand, Australia/New Zealand
Additional Options (RPOs)	Equipped with Infotainment System RPO IOS, IOT, or IOU
Condition	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas. V167 contains over 35 improvements. Refer to V167 Most Notable Improvements section below.
Cause	The cause of the condition may be software anomalies.
Correction	<p>A new radio software update, version V167, was released to service for vehicles equipped with Infotainment system RPO IOS, IOU or IOT. In addition to providing general robustness and stability enhancements, this update includes all enhancements from previous software version releases.</p> <p>Note: The IOR radio does not get V167 and uses a different software. DO NOT attempt to program an IOR radio with the software referenced in this bulletin.</p> <p>Important: Some technicians are reporting that the radio remains on an older software version after the radio displays the software update completed successfully. It is important to ensure that the technician is inspecting the full information found within Build Number and not other rows of information on the same screen. This requires the user to locate the Build Number, and then select the Information icon (circled lower-case i) to see the full software version file name. In these radios, the build number may begin with a letter other than "V," but this is NOT the software version and is not unique to the software release.</p> <p>Important: After pressing the information icon, review the full software version file name. In the middle of this long file name, you see the V167 (or numerically higher/lower if a different version is installed).</p> <p>Important: Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.</p>

V167 Most Notable Improvements:

- Outside Air Temperature is incorrect.
- You may see a popup message for Engine Shift.
- (Corvette Only) After changing the exhaust sound they get a popup that "mode change not applied", even though it was.
- When changing volume, the volume bar is for Traffic instead of Audio.
- (Corvette Only) Improvements to the placement of buttons and text.
- If the customer receives the message "Apple CarPlay Could not connect", the cursor might move in the opposite direction than expected when using the control knob.
- Android Auto automatically starts playing their music, even though they have turned that off in settings.
- Intermittently they have a red OnStar LED with no OnStar function and/or no audio.
- The minimum length of the Wi-Fi password was increased to 12 characters.
- The popup message "Driver Attention Check, check your mirrors or Super Cruise will shut down" may not have come up on the display when it should have.
- Startup animation added for 20th anniversary of the V-Series on Cadillacs.

- The Navigation app received location improvements when going under long underpasses.
- In the Navigation app there are filters for charging points that the vehicle cannot use.

Export only fixes:

- The Energy App may have translation issues that are corrected.
- Average speed not showing up in Navigation App when there are multiple speed cameras.
- OnStar was removed from the TeleNav/Navigation app Terms and Conditions in regions that don't have it.

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.

Important: This technical service bulletin (TSB) can only be completed by certified repair facilities who have met all specific training, tool and equipment requirements pertaining to the vehicle Brand and Model serviced. Repairs must be performed by a technician who has successfully completed the required training.

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.

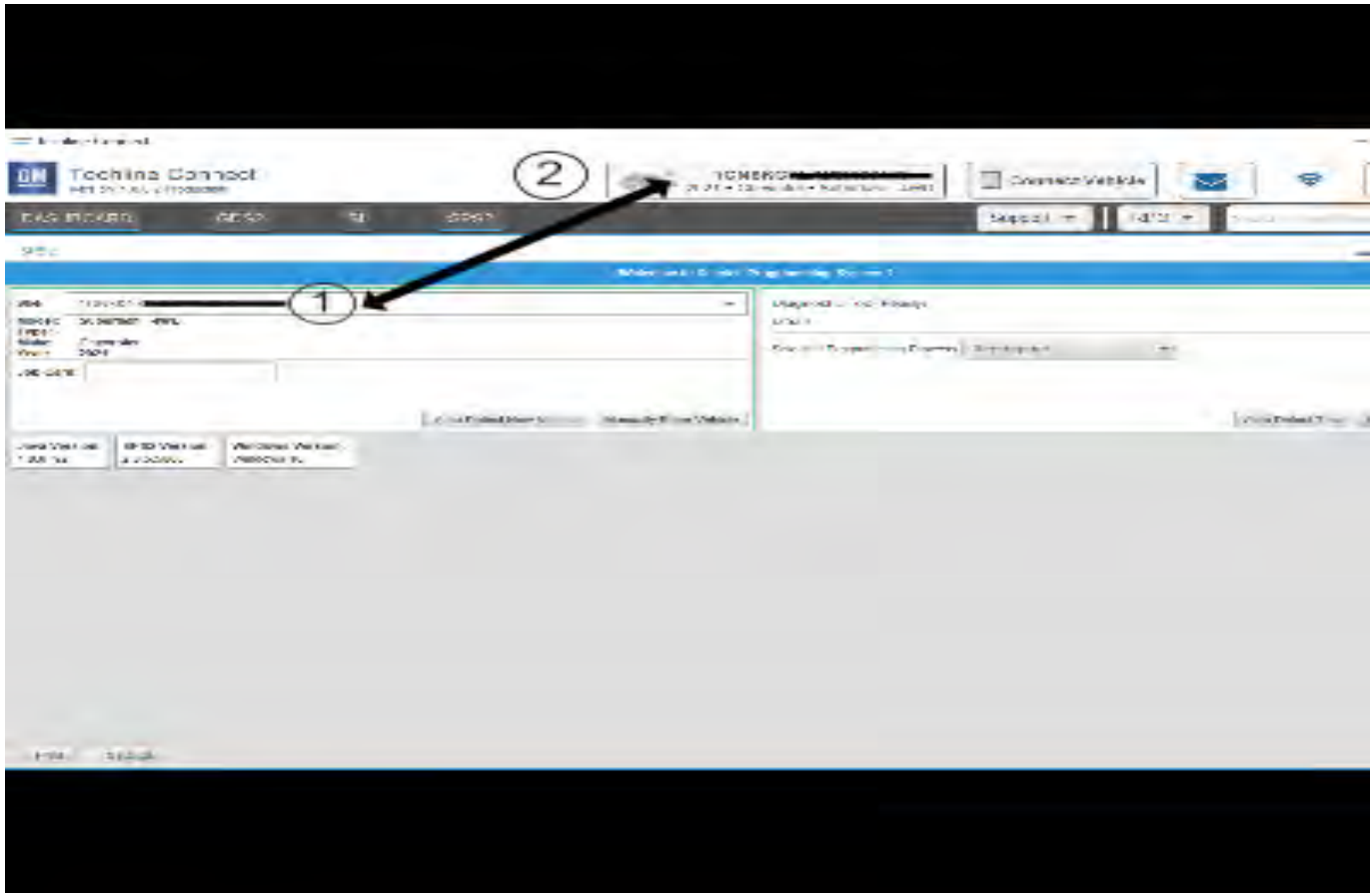
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, 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.

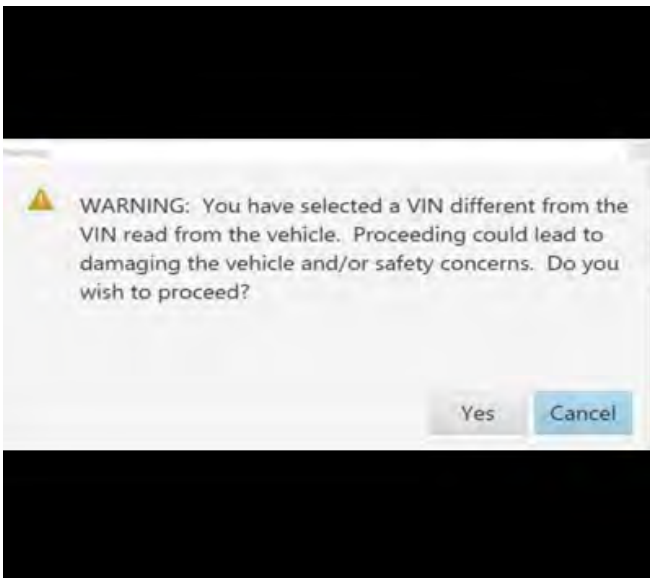
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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

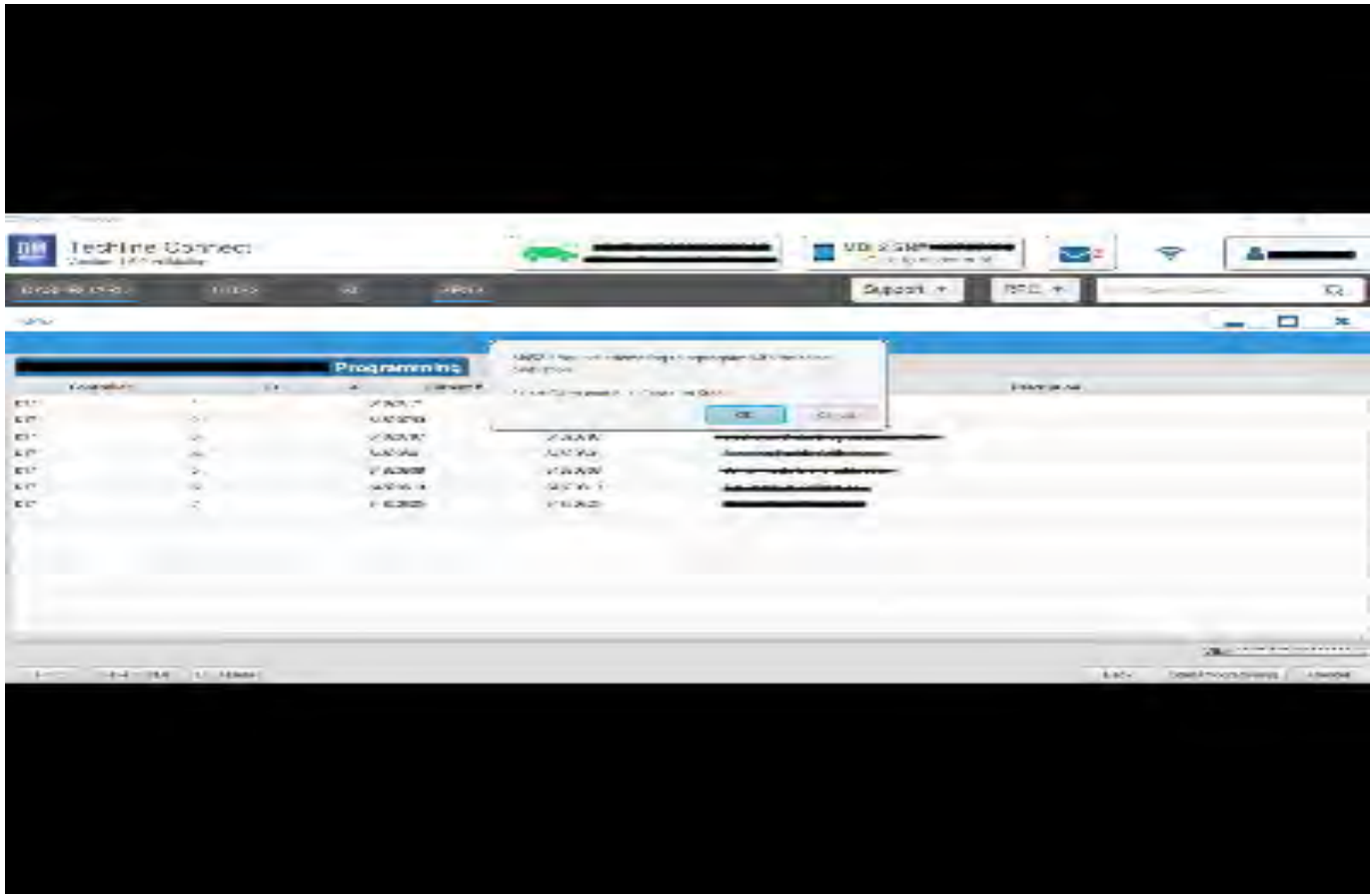


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Important: If the vehicle VIN DOES NOT match, the message below will be shown.



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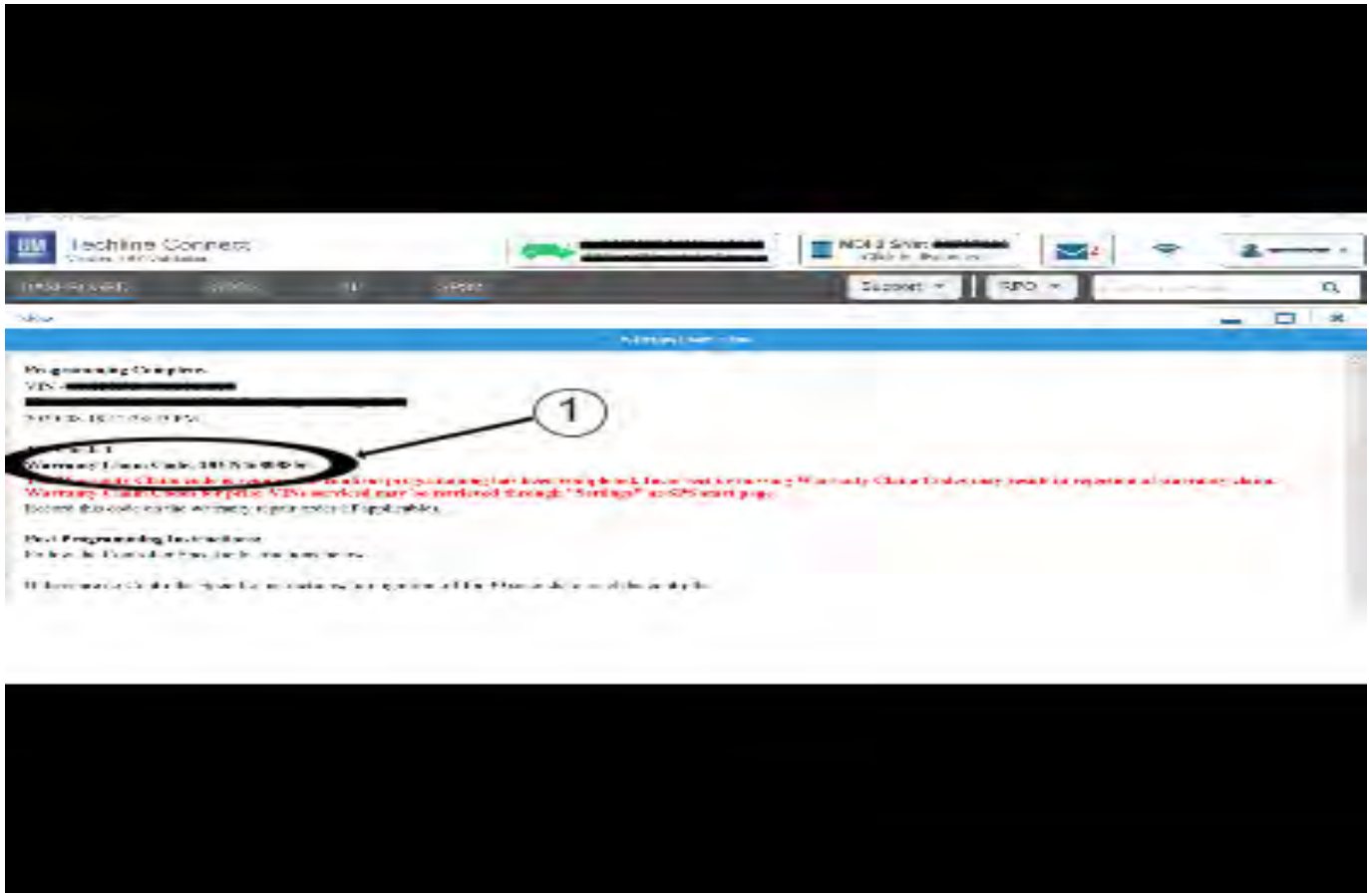


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Important: Techline Connect screen shown above.

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. Record 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 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.

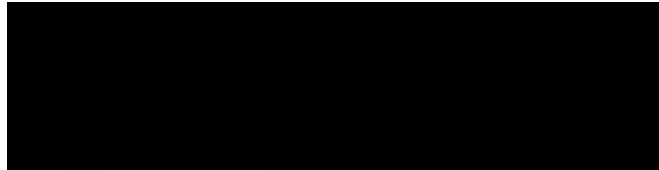
Warranty Information

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.

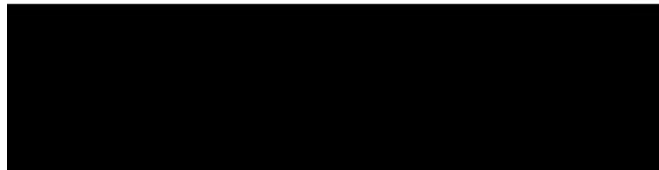
Labor Operation	Description	Labor Time
2887508*	Update radio to V167 via SPS/USB for Radio Software Anomalies	0.6 hr

*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	1
Modified	Released March 20, 2024

