



Service Bulletin

Bulletin No.: 24-NA-108

Date: June, 2024

TECHNICAL

Subject: Radio Software Version V171 Update

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|-----------|--|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| Buick | Encore GX | 2021 | 2023 | | | | |
| | Enclave | 2022 | 2024 | | | | |
| Cadillac | XT4 | 2021 | 2023 | | | | |
| | XT5 | 2021 | 2024 | | | | |
| | XT6 | 2021 | 2024 | | | | |
| Chevrolet | Blazer | 2021 | 2023 | | | | |
| | Camaro | 2021 | 2023 | | | | |
| | Corvette | 2021 | 2023 | | | | |
| | Malibu | 2021 | 2023 | | | | |
| | Silverado 2500/3500 | 2021 | 2023 | | | | |
| | Trailblazer | 2021 | 2023 | | | | |
| | Silverado 1500 | 2021 | 2021 | | | | |
| | Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y) | 2022 | 2022 | — | — | All | All |
| | Silverado 1500 New (RPO J22, VIN Digit 5 = A / D) | | | | | | |
| | Bolt EV | 2022 | 2023 | | | | |
| Bolt EUV | 2022 | 2023 | | | | | |
| Equinox | 2022 | 2023 | | | | | |
| Traverse | 2022 | 2023 | | | | | |
| GMC | Sierra 1500 | 2021 | 2021 | | | | |
| | Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9) | 2022 | 2022 | | | | |
| | Sierra 1500 New (RPO J22, VIN Digit 5 = H / U) | | | | | | |
| | Acadia | 2021 | 2023 | | | | |

| Brand: | Model: | Model Year: | | VIN: | | Engine: | Transmission: |
|--------|---------------------|-------------|------|------|----|---------|---------------|
| | | from | to | from | to | | |
| | Sierra 2500/3500 | 2021 | 2023 | | | | |
| | Terrain | 2022 | 2023 | | | | |

| | |
|-----------------------------------|---|
| 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, IOU or IOT |
| Condition | Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas. V171 contains over 35 improvements as listed below. |
| Cause | The cause of the condition may be software anomalies. |
| Correction | <p>A new radio software update, version V171, was released to service vehicles equipped with Infotainment system RPO IOS, IOU or IOT.</p> <p>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 V171 and uses a totally 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) 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 V171 (or numerically higher/lower if a different version is installed).</p> |

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.

V171 Improvements

Important: Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.

- OnStar and Wi-Fi may not work after remote start
- CarPlay may not automatically reconnect
- Part of the Driver Attention messaging screen may be in English even though the language is set to something else
- XM may not work
- After a dead 12V the radio may set to Arabic at each startup
- Bluetooth contacts might not be able to sync with the vehicle
- During an OTA the 12V battery may drain

- Customer might see a screen telling them to return to the dealer
- After changing the WiFi SSID or password a device may not disconnect
- If a device is connected on the 2.4Ghz band, nothing will connect to the 5Ghz one, which could show as slow WiFi speeds
- Customers might have noticed WiFi dropping in certain areas and reconnecting later
- Customer might see the top of the screen blinking during Android Auto
- Android Auto may not connect
- CarPlay audio might momentarily cut out
- This will help in the future to root cause these failures
- The "Add Phone" button may be grayed out
- The radio may not start up

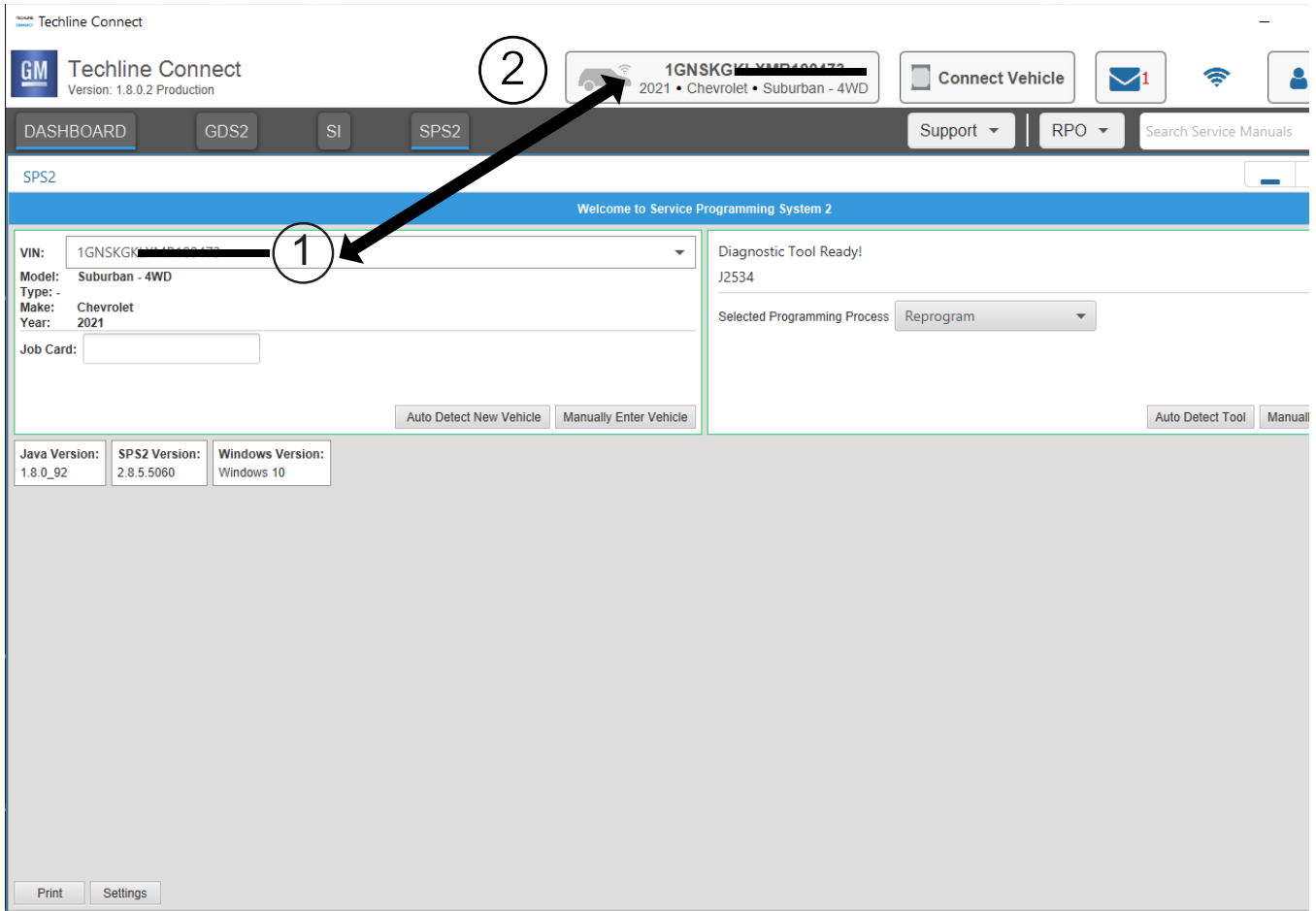
Service Procedure

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 <http://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.
- 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.

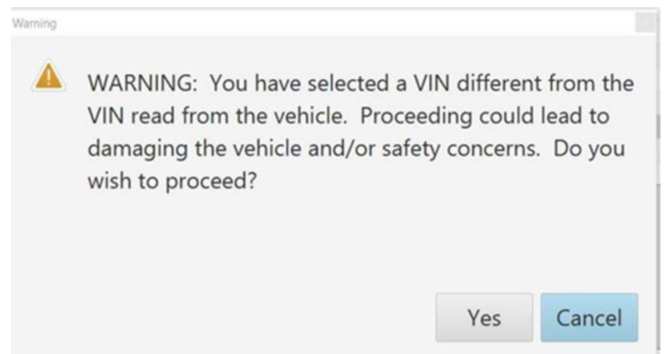
Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

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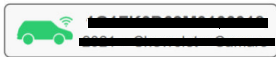
Important: If the vehicle VIN DOES NOT match, the message below will be shown.



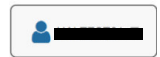
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Techline Connect

GM Techline Connect
Version: 1.6.0 Validation



MDI 2 SN# [redacted]
Click to disconnect



DASHBOARD | GDS2 | SI | SPS2 | Support | RPO | Search Service Manuals

SPS2

| Programming | | | | | Description |
|-------------|----|-----------|----------|--|--|
| Controller | ID | Current # | | | |
| K17 | 1 | 84820771 | | | |
| K17 | 2 | 84820790 | | | |
| K17 | 3 | 84820797 | 84820797 | | Electronic Brake Diagnostic Calibration |
| K17 | 4 | 84820801 | 84820801 | | Function Enable Calibration |
| K17 | 5 | 84820808 | 84820808 | | Driver mode brake calibration |
| K17 | 6 | 84820819 | 84820819 | | Pre-Pressure Calibration |
| K17 | 7 | 84820825 | 84820825 | | [redacted] |

M4521: You are attempting to reprogram with the same calibration.
Select OK to continue, Cancel to Stop!

Print | Save to PDF | ECU Data | VIN: [redacted] | Back | Start Programming | Cancel

Techline Connect
GM Techline Connect
Version: 1.6.0 Validation

MDI 2 SN#: [REDACTED]
Click to disconnect

Support | RPO | Search Service Manuals

SPS2

Warranty Claim Code

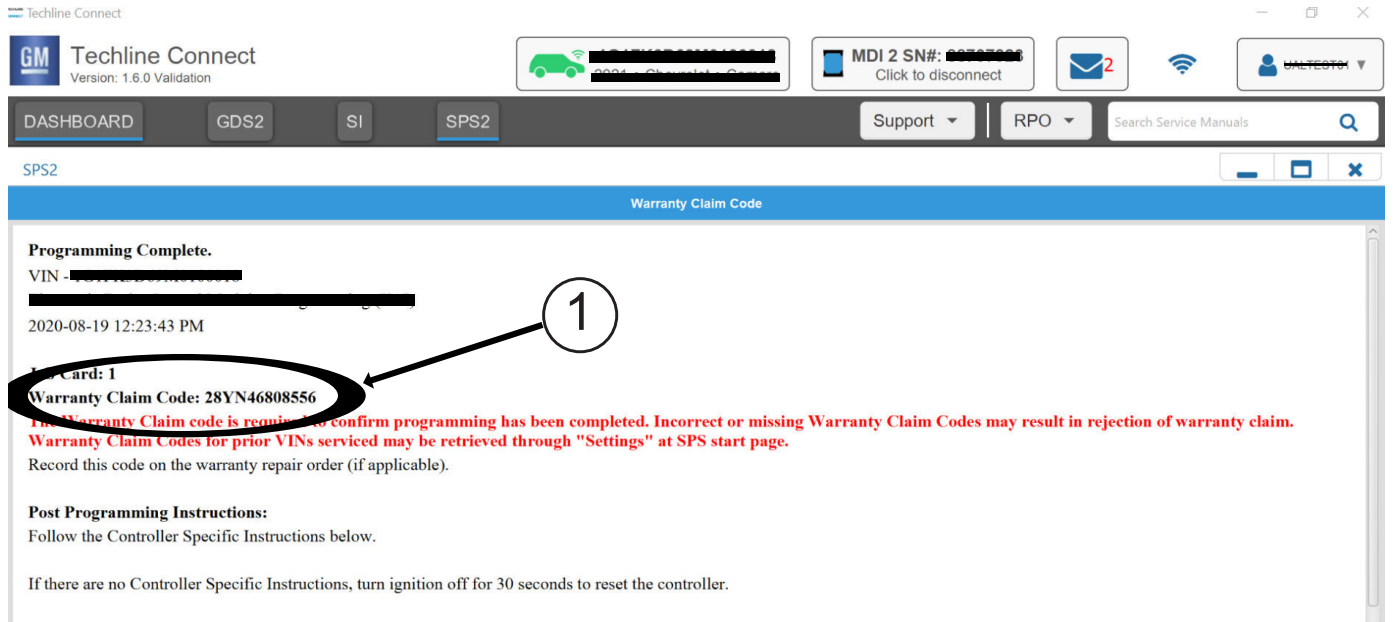
Programming Complete.
VIN: [REDACTED]
2020-08-19 12:23:43 PM

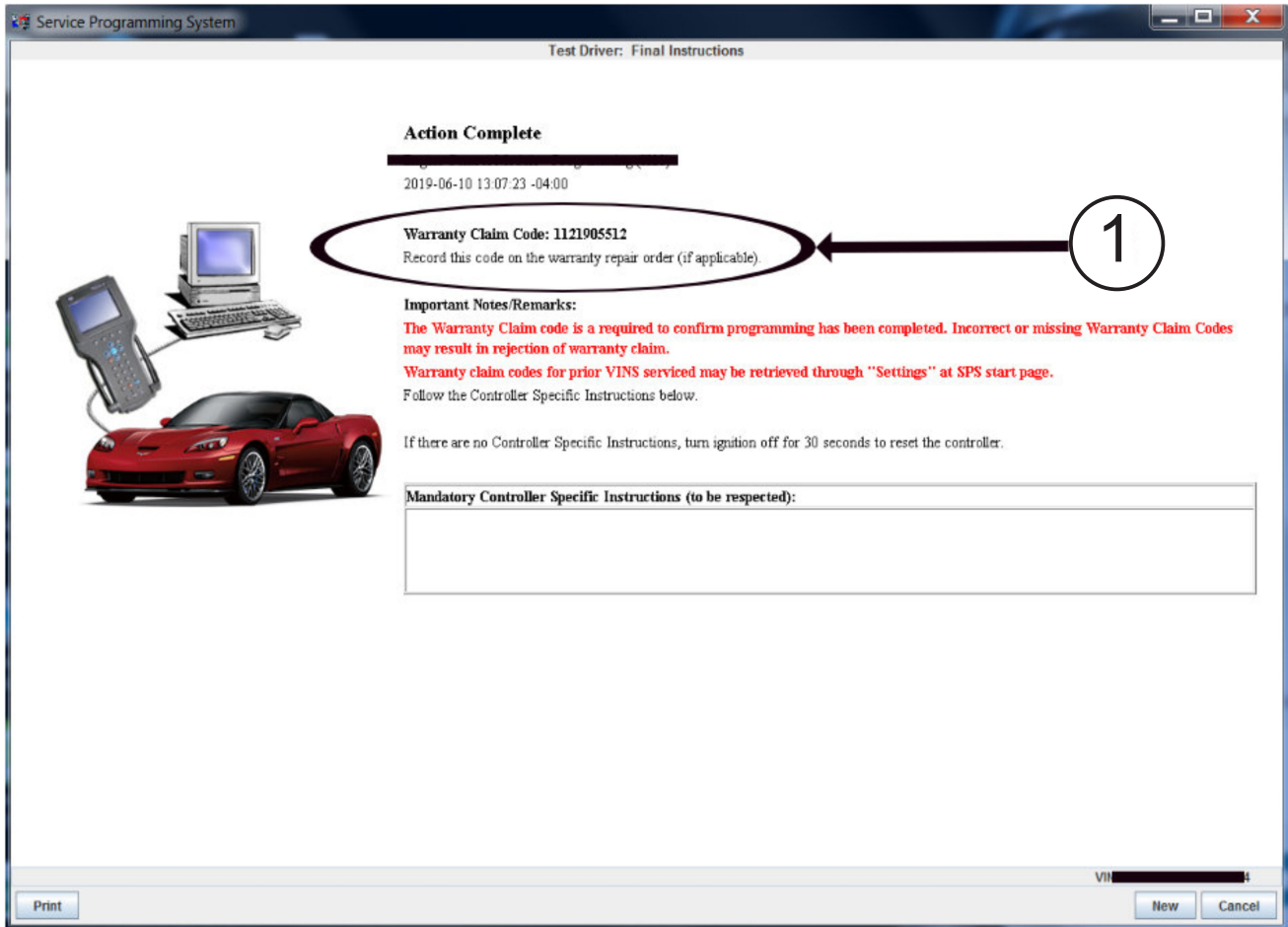
Card: 1
Warranty Claim Code: 28YN46808556

The Warranty Claim code is required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim. Warranty Claim Codes for prior VINs serviced may be retrieved through "Settings" at SPS start page.
Record this code on the warranty repair order (if applicable).

Post Programming Instructions:
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.





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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 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.

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

Parts Information

No parts are required for this repair.

Warranty Information

For vehicles repaired under warranty, use:

| Labor Operation | Description | Labor Time |
|-----------------|------------------------------|------------------------------------|
| 2810335* | Radio Reprogramming with SPS | Use Published Labor Operation Time |

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:

- Open TLC/TIS on the computer used to program the vehicle.
- Select and start SPS/SPS2.

- Select Settings.
- 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.

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|----------|------------------------|
| Version | 1 |
| Modified | Released June 17, 2024 |

