



Service Bulletin

Bulletin No.: 24-NA-136

Date: August, 2024

TECHNICAL

Subject: Radio Software Version is W38E-174.4.1-M170-SQBR5-180.5

This Service Bulletin supersedes PIT6135. Please discard PIT6135.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT4	2024	2024	—	—	—	—
Chevrolet	Colorado	2024	2024				
GMC	Canyon	2024	2024				

Involved Region or Country	North America
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 is W38E-174.4.1-M170-SQBR5-180.5, 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>Caution: To avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p>

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

Most notable improvements contained in this release may include:

Camera:

- The screen may go black when in a camera view
- Camera views may overlap
- Cargo Bed Camera is not mirrored
- Cargo Bed Camera may not be available
- False pedestrian notification on Rear View Camera
- Intermittently the Rear View Camera will show the no camera icon
- May not be able to exit the camera app because there is no menu or X button
- Rear View Camera may not work properly with Quick Start Up on
- Rear View Camera always on
- Rear View Camera will not work properly
- The camera may flicker
- The cameras may not work after a cold boot
- The heated seat screen may overlay the Rear View Camera
- The Parking Assist may not show indicators
- The Rear View Camera may be slow to load
- The side camera angles may be incorrect
- When the radio loses the speed signal the camera view will go away
- While using Automated Park Assist there may not be a camera view
- Delayed camera screen
- Blank screen with grid lines
- Rear View Camera image freezes for a short period
- Green screen

- Front View Camera has Rear View Camera viewing options

Display:

- "Your Audio will be Muted" message for Teen Driver doesn't display
- B1D73-04 may set in the radio, along with DTCs in the BCM for the VCD
- Black screen
- Drive mode titles and icons overlap
- Icon changes
- Not able to switch from Flow theme to V series theme
- Pop-up message may not have icons
- Porch view may stop working
- Radio display may not dim at night
- SWC audio source change does not show on VCD
- The screen may be distorted when shifting from Reverse to Drive
- Volume bar listed as Navigation instead of Voice for OnStar call
- When switching from Driver to Guest, "tseuG" shows on the status bar
- User may see "Update Failed. See dealer to restore system" OR Black Screen
- Brightness adjustment may not change screen brightness
- Rear HVAC control screen may be brighter than set
- Radio hard buttons may not work

Cluster:

- Audio source list stuck on display
- Audio unavailable message
- Auto Start Stop icon overlaps speed when there is a pop-up message
- Blank cluster display
- Cluster screen may freeze
- Map view may be slow to load
- DIC may overlap with gauge
- Navigation information may not show in Zone 3
- Cluster flickers
- Android icon pops up while switching cluster views
- Prevent ellipsis from showing on cluster
- Selected cluster view may not be saved after vehicle shutdown
- Best fuel economy is blank
- Audio message appears over gauges when creating new user profile

- The vehicle ahead green telltale may overlap with the speed info

Stability:

- Lagging
- Radio may not fully shut down, but looks off
- Radio may reset while the camera views keep being switched
- Slow bootup time
- Maps and/or audio app may crash

Audio:

- Audio distorted
- Audio pauses during projection
- No audio
- Possible noise on startup
- Two sources playing audio at the same time
- When switching to the MaxPower drive mode the audio may stop
- While a traffic announcement comes in while using voice recognition the audio bar name will show Announcement
- Customer may hear turn signal chime/clack without turn signal active
- No audio after phone call
- At startup, Bluetooth audio is too loud
- No Bluetooth audio after starting Nav. route

Phone:

- Removing the Text play buttons when Alexa is the assistant
- Text messages might not be seen on display
- When CarPlay is connected you can't access Alexa
- With CarPlay the first phone call of every ignition cycle will cause CarPlay to disconnect
- Voice recognition pass through to the connected phone may not work
- When trying to exit android auto, display goes black
- CarPlay disconnects when radio is off and passthrough voice recognition is activated
- Phone app will not launch while wired android auto is connected
- Delete paired device confirmation appears twice
- Apple CarPlay and Android Auto will disconnect after about 5 minutes
- When Bluetooth is not the audio source there is no audio chime for incoming text messages

- Wired Android Auto might reconnect instead of Bluetooth
- Bluetooth may not reconnect
- Voice Recognition pass through has no audio response
- An incoming Bluetooth call ringtone might have a sound when answering

Virtual Controls:

- Customer will be unable to rename garage door
- HVAC virtual controls might not work
- May not be able to exit the Virtual Controls app
- The Virtual Controls app can be opened with the radio off
- The Virtual Controls app may not open
- Headlight controls may be covered by HVAC controls
- Ride height adjustment may not work
- Virtual controls, such as headlights, may not work

Other Apps:

- The MyBrand app may not launch
- The Owner's Manual may have no information
- Park Assist does not function
- Tire pressure missing
- Trailer app may default to "lite" mode instead of full mode, losing some options
- Vehicle model may not show on vehicle status screen
- Vehicle information app crashes when pressing energy info
- Auto parking app will not show animations and camera video feed
- Teen Driver volume limit may not be consistent from one key cycle to another
- Auto Park assist tells the driver they have to shift when they don't

Programming:

- After an OTA update, new features may not be activated
- During USB updating the process might fail at the 21-minute mark
- If a customer interrupts an OTA and dismisses the message, every time they shift from Park to Drive the message will return until the update is done
- Radio shows the old part number after programming until it is rebooted
- Radio stuck on How to Complete This Update Screen after USB update

- When updating from R3 to R5 any custom pages will be lost
- Display goes black at 21 minutes remaining in update
- Wrong firmware version could be displayed in settings
- "LCDD Data Provisioning failed" message after attempting provisioning
- The LCDD write can take too long

Radio:

- Battery drains from radio of 3A
- Customer may see an Error 302 causing them to have to log in every 30 minutes
- Radio may not leave Quick Start Up mode and go to off
- Radio may not turn off when RAP is cancelled
- Radio thinks the vehicle is in Drive so customer is unable to access pages where the vehicle must be in Park
- The radio may not power back on

Charging App:

- Charging app does not support Tesla stations
- IPD may still show charging for 10 seconds after going into propulsion
- May not be able to open the Charging app
- May not be able to set the charge level
- When searching for nearby stations in the energy app it may get stuck on the loading screen
- When trying to log into a MyBrand account through the Charging app nothing happens
- Cabin Pre-Conditioning not functioning in energy app
- Vehicle may not be able to use a DC Fast Charger

SXM:

- No audio
- XM Loading message
- No XM audio after a USB update
- French translation may be incorrect

HUD:

- During a navigation route the first maneuver may show as a grey box on the HUD instead of an arrow
- HUD blank
- Prevent ellipsis from showing on HUD
- Incoming call notification overlaps distance on HUD
- HUD is warped

Settings:

- Customer will not be able to turn off Lane Assistance
- The ambient lighting setting no longer has 1216 colors
- The energy efficiency graph may get stuck
- Turning blind zone assistant on or off doesn't do anything
- Radio does not exit demo mode on owner registration screen

Wi-Fi:

- Removed Easter Egg page from tapping the QR code button a specific way
- Vehicle may not have a data connection for embedded apps or connected devices
- Wi-Fi may not work

Super Cruise:

- Super Cruise may not work

MFC:

- Multi-function Controller might not work to switch users

IVE Radio Only:

- Correcting text alignment in the Front Command Center

Non-NA:

- Energy app crashes when language is changed to Chinese
- In Non-Connected regions, the Cluster might show a map view when it should not
- May not be able to exit the camera app because there is no menu or X button
- Radio content may not display on the DIC in Gauge view
- The DAB Tune screen does not show a station list
- China Only - Schedule Service button should not be an option

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.

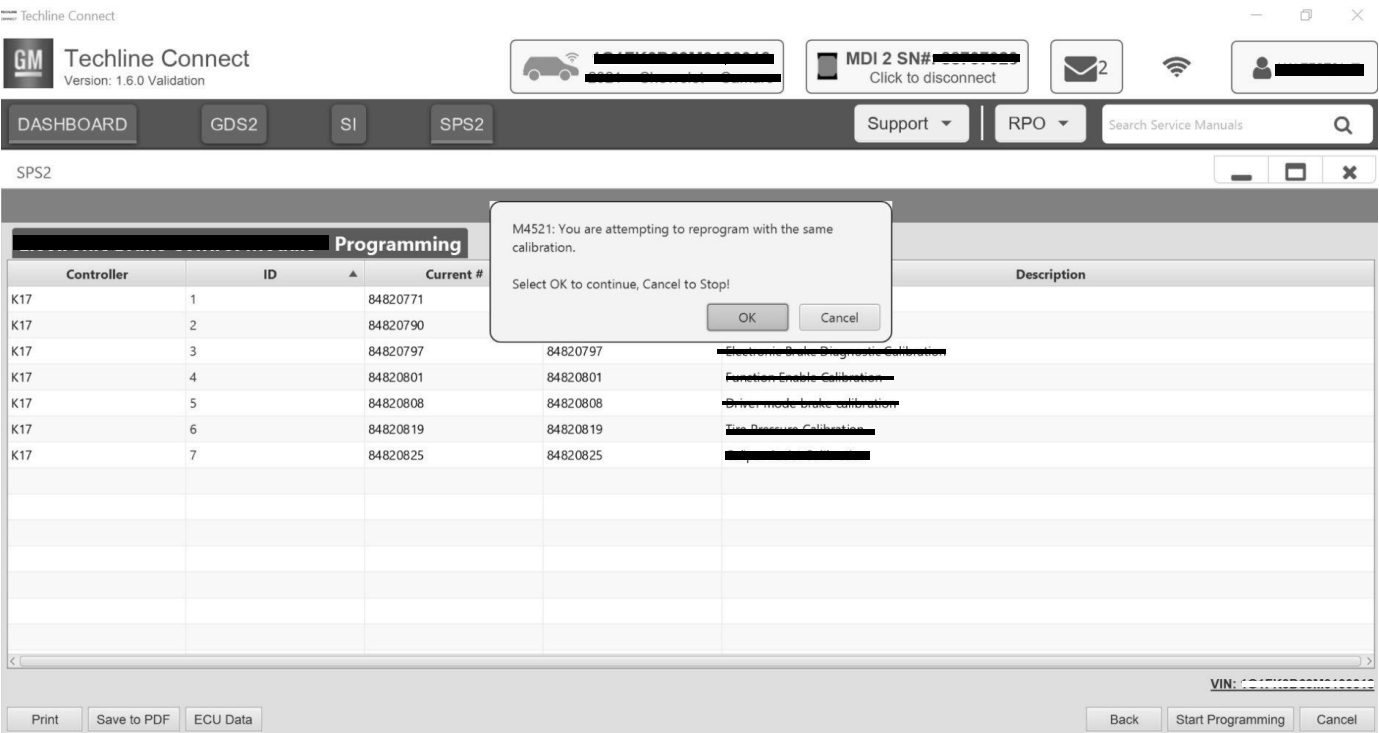
The screenshot displays the Techline Connect SPS2 interface. At the top, the 'Techline Connect' header shows the GM logo and version '1.8.0.2 Production'. Below this is a navigation bar with tabs for 'DASHBOARD', 'GDS2', 'SI', and 'SPS2'. The 'SPS2' tab is active. On the right side of the header, there are buttons for 'Connect Vehicle', a mail icon with a '1', a Wi-Fi icon, and a user profile icon. Below the header, a 'Welcome to Service Programming System 2' message is displayed. The main area is divided into two columns. The left column contains a 'VIN:' dropdown menu with the value '1GNSKGM...' and a circled '1' next to it. Below the dropdown, the vehicle details are listed: 'Model: Suburban - 4WD', 'Type: -', 'Make: Chevrolet', 'Year: 2021', and a 'Job Card:' field. The right column shows 'Diagnostic Tool Ready! J2534' and a 'Selected Programming Process' dropdown menu with 'Reprogram' selected. At the bottom of the main area, there are buttons for 'Auto Detect New Vehicle', 'Manually Enter Vehicle', 'Auto Detect Tool', and 'Manual'. A footer bar contains 'Print' and 'Settings' buttons.

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

A warning dialog box titled 'Warning' is displayed. It contains a warning icon (a triangle with an exclamation mark) and the following text: '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?'. At the bottom right of the dialog, there are two buttons: 'Yes' and 'Cancel'.

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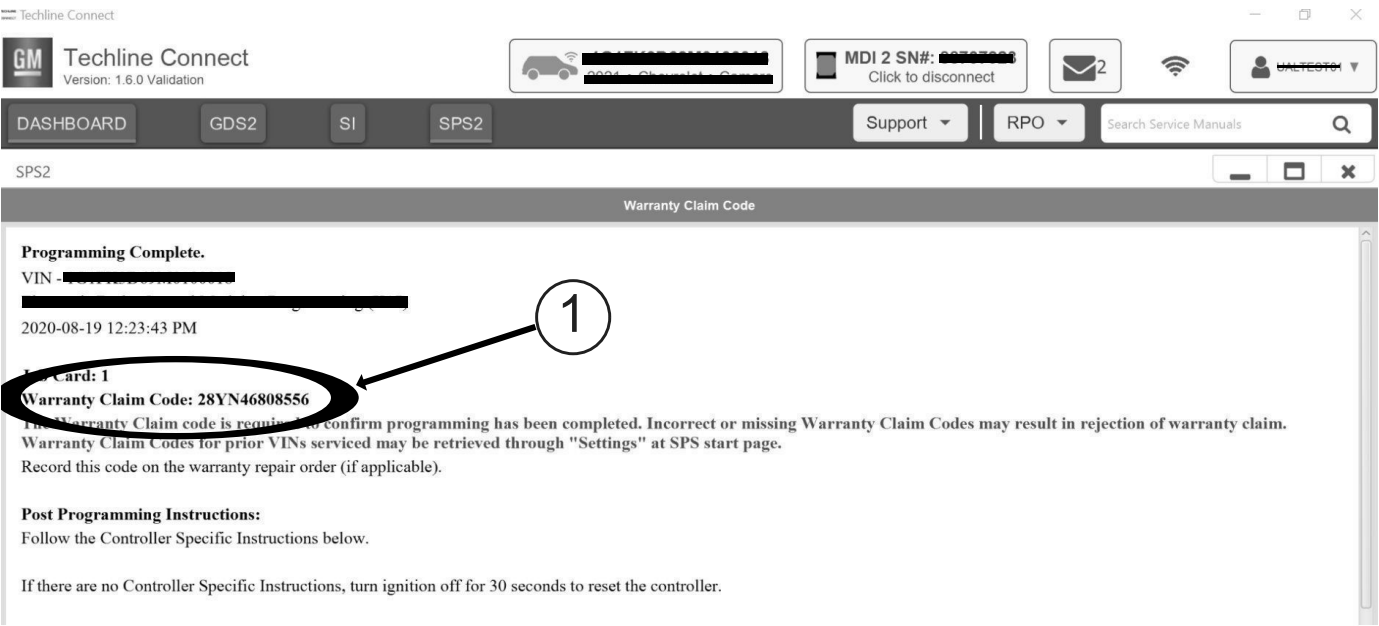


Important: Techline Connect screen shown above.
Important: If the same calibration/software warning is noted on the TLC Summary screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS

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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*.



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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 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:

Labor Operation	Description	Labor Time
<p>Labour Time [Top]</p> <p>Labour Operation Code: <input type="text"/></p> <p>Additional labour op code information: <input type="text"/></p> <p>SPS Warranty Claim Code: <input type="text"/></p>		

- 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.

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Warranty Claim Code Information Retrieval

The screenshot shows the GDS software interface. At the top left, there's a sidebar with various icons. The main window has a header bar with tabs: Common, Diagnostics, Logging, Warranty Claim Code, and Local Cache. The 'Warranty Claim Code' tab is selected. Below it is a table with columns: VIN, Module, Function, Warranty Claim Code, and Job Card. The table contains four rows of data:

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

At the bottom right of the dialog are 'Ok' and 'Cancel' buttons. A red circle with the number '2' points to the 'Warranty Claim Code' tab. Another red circle with the number '1' points to the 'Settings' button at the very bottom of the screen.

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 17, 2024 Revised August 14, 2024– Added supersede statement, Chevrolet Colorado and GMC Canyon.

