



Service Bulletin

Bulletin No.: 24-NA-155

Date: August, 2024

TECHNICAL

Subject: Radio Software Update Version is W38E-174.4.1-M170-SQBR5-180.4

This Service Bulletin replaces PIT6047, PIT6048, and PIT6174. Please discard PIT6047, PIT6048, and PIT6174.

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

Involved Region or Country	North America, Middle East, Cadillac Korea (South Korea)
Additional Options (RPOs)	
Condition	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas.
Cause	The causes of the condition may be software anomalies.
Correction	<p>A new radio software update, version is W38E-174.4.1-M170-SQBR5-180.4, 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

Displays:

- "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
- 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
- IPC and ICS info mismatch
- Cluster layout issues
- Blank Screens and/or Update Failed Screen after low voltage/dead battery
- Speedometer not updating
- Both displays black screen
- No Touch Response on radio display
- Display illumination improvements
- Cluster screen flickers
- Black radio screen at startup
- Delayed Cluster bring up
- Blank Cluster display with telltales
- PRND stuck on reverse
- eAWD telltale not activating
- Radio Display Illumination Too Dark Compared to Cluster Display
- Fuel Economy scale missing
- Cannot remove Cluster Info tile
- HUD black screen for key cycle
- CarPlay maps black screen on Cluster display
- HUD blank with radio setting B19B0
- Offroad display stuck on
- HUD missing info and not responsive
- Quickly switching between Cluster views causes display failures/hang ups
- (Cadillac only) Radio display flickers after using MFC
- HUD not working after deep sleep
- Radio display loss of touch and erratic dimming
- HUD settings not remembered
- Speed Limit icon will not disappear when driver setting set to Hide
- IPC and HUD info mismatch
- Cluster navigation option missing
- Blank Cluster display
- Transmission temperature gauge color on Cluster shows red hot when vehicle is within operating temperature range
- Cluster reset
- Lane lines don't show colored in Cluster Assist layout
- Navigation route on Cluster display is not still shown after ignition cycle with STR
- Android System message at start up

- HUD shows cruise at "0" instead of "--" when no speed is set
- Vehicle info apps show "Add to Driver Display" when already shown
- Display layout issues
- Drive mode app flickers when changing modes
- Pressing "Turn Off Display" can cause the display to get stuck in a flickering/resetting cycle
- Service Display message and loss of radio screen and virtual controls

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

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
- CarPlay audio still through vehicle when toggled to phone

- Phone auto-connect not functioning after profile change
- Incoming call alert not shown when in another call
- Android Auto shows wireless charging icon incorrectly
- Text messages pop up not shown in vehicle
- Bluetooth audio lost after voice assistant long press
- "Add Phone" button not working
- No sound when using Android Auto
- Call Ended shown incorrectly when disabling call profile
- Phone pairing dialog pops up every key cycle
- Call timer shows negative value after call reconnect
- Cannot launch Android Auto/Apple CarPlay
- Cannot repair Bluetooth devices
- Text message notification sound not heard
- CarPlay Siri does not work after SWC long press radio reset
- Phone screen shows blank when canceling in progress Bluetooth pairing
- Bluetooth audio start up volume too high
- Bluetooth crashes when cable is unplugged
- Bluetooth device listed twice in media
- Cannot pair device as pair mode stuck OFF

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
- "Update Unsuccessful" message stuck on until full sleep cycle.
- "Vehicle Software Updates are available" does not show on every ignition.
- Radio screen shows no icons after programming.
- Speed limit shows dashes after SW update.
- Blank screen during USB programming.
- USB recovery status bar shows on cluster display.
- Cannot enable Quick Start Up after USB Update.
- No success pop up or record of USB updates

Radio:

- Battery drain from radio of 3A
- 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

- 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
- Stability improvements.
- RVC does not work or shows red triangle.
- Delayed RVC bring up.
- Cannot launch Android Auto/Apple CarPlay.
- Infotainment lockout while driving not working.
- HVAC screen missing icons/text.
- Bad audio quality.
- (Cadillac only) MFC press not functioning.
- (Cadillac only) MFC focus issue.
- CarPlay black screen.
- No audio.
- Radio stays on Bluetooth instead of Android Auto/Apple CarPlay.
- Virtual Controls not responding when pressed during welcome animation.
- Add Phone button not responding.
- Welcome animation freezes.
- Camera view selection not available.
- Overspeed chime does not continuously play.
- Pop Up Window layout issues.
- Welcome animation plays twice after quick door open ignition on.
- Reset Trip not functioning.
- Add profile stuck loading.
- Universal Remote settings do not respond correctly.
- Ambient Lighting app crashes.
- Ambient lighting app not working.
- Ambient Lighting missing audio selection feedback.
- Forward camera exits at speeds lower than target speed.

- Radio does not respond/freezes.
- Driver settings not being saved.
- Trailing Light Test screen stuck.
- Android Auto display shifted on the screen.
- Android Auto/Apple CarPlay won't launch after switch user.
- Profiles page blank after deleting new profile.
- Radio resets after sleep cycle.
- Audio app crashes.
- RVC stays on incorrectly.
- Audio does not lower for notifications.
- Switching themes not working.
- (EV only) Audio issues when using MaxPower Mode.
- Tire pressure not updating (vehicle info).
- Audio plays during a call.
- Audio settings page layout errors.
- Blank screen when pushing back button on teen driver add key pop up.
- Virtual Lighting controls not functioning.
- Wrong units shown.
- Temperature on radio display not updating.
- OnStar TBT starting audio sometimes does not play.
- Bluetooth media continues playing after source change.
- Pop up disappears too quickly.
- Bluetooth media not shown when phone connected.
- Presets change order after key cycle.
- Bluetooth media queue not correctly showing.
- Radio crashes when long pressing power button.
- Bluetooth not working.
- Bluetooth will not reconnect.
- Button layout errors.
- Radio sets DTC B1596.82 with no impact to RVC function.
- RVC launches on its own.
- Camera app exit and view selection buttons don't come up.
- Some buttons do not respond.
- Camera app layout and views distorted.
- System settings not retained over key cycle.
- Camera view selection not available.
- Theme cards missing.
- Cameras do not close while driving or when in park.
- Trailer profile notifications persist.
- Cannot control Ambient Lighting.
- Trailing total mileage not updating.
- Turn By Turn error message displays incorrectly.
- Cannot open virtual controls window.
- User account name not updating.
- VCU stuck in GUEST user.
- Virtual controls do not respond when camera view is up.
- Can't dismiss pop ups.
- Voice search not available when driving.
- Can't sign into Google Play Store.
- Window position Virtual Controls not working.
- CarPlay screen changes to home screen on its own.
- XM not available.
- (EV only) Charge battery pop up does not come up when using Max Power below SOC level.
- Audio stuck on Bluetooth source.
- Climate app not functioning.
- Camera DTC B1C47 set incorrectly.
- Connect Phone list dialog box shows excess material.
- Crash from SXM Browse Screen.
- Phone app unresponsive to touch.
- Podcasts show default album art.
- Date/Time display errors out when turning off vehicle.
- Pop ups not appearing.
- Profile loading repeats.
- Radio app layout errors.
- Radio display defaults to Virtual Controls screen on ignition.
- Radio does not retain last screen after sleep cycle.
- Driver PIN is not cleared after software update.
- Radio presets not working.
- Radio resets during emergency call.
- Embedded apps not updating.
- Radio stays on around 20 seconds after vehicle shutdown.
- Embedded Maps app view distorted.
- RVC does not brighten in dim settings.
- Emergency announcement does not interrupt audio from other sources.

- RVC screen flickering.
 - Exit "X" button not working on some apps.
 - Service tire pressure monitor message shown incorrectly.
 - External Wi-fi password not saved.
 - Favorites window shifting.
 - QuickStartUp fails to resume.
 - Geofencing creation issues.
 - SXM favorites do not play audio.
 - Geofencing positioning errors.
 - Teen driver options not responding.
 - Google Assistant pop up does not display.
 - Third party app not shown on new user profile.
 - Google Maps freezes when editing route during route calculations.
 - Traffic Signal Recognition telltale not following driver setting.
 - Trailing app crashing.
 - Trailing notification missing.
 - HVAC menu doesn't provide feedback when changing fan speed.
 - HVAC Temp Knob doesn't respond.
 - Incorrect Google Map data shown.
 - Incorrect information when on two calls.
 - Turn signal sounds plays incorrectly.
 - Incorrect pop up for Auto Park Assist cancellation.
 - USB auto-rejected for corrupt song.
 - Incorrect translation.
 - VCU resets and U164E set in multiple modules.
 - Vehicle image missing in Vehicle Info App.
 - Keyboard does not pop up when entering password.
 - Virtual Controls App will not open.
 - LCDD provisioning fails and gets stuck.
 - Virtual controls window sized incorrectly and cuts off some buttons.
 - Loss of all audio and chimes over key cycle.
 - Voice assistant pop up stuck.
 - Welcome animation missing vehicle model.
 - Media app plays incorrect source.
 - Wi-Fi name and password cannot be changed.
 - WOW Mode animation not working.
 - XM Media app shows "Unavailable" but music is playing.
 - (Cadillac only) MFC rotation not functioning.
 - MyBrand won't install.
 - Navigation crashes.
 - No data on connected devices.
 - Radio display start up animation failed.
 - Camera UI not responding after shift from PARK.
 - Camera gridlines incorrectly sized.
 - OnStar call stuck on connecting screen.
 - OnStar missing location notification during calls.
 - Climate app not functioning with pop up "vehicle must be running" when vehicle is already running.
 - Radio loses some connected services function after factory reset.
 - Active Noise Cancellation creating loud droning and other audio abnormalities inside of vehicle
- Charging App (EV only):**
- 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
 - Charge Scheduling did not work.
 - Screen turns off when launching Charging app.
 - Charge App inoperable.
 - Missing dialogue info for charge complete/stopped.
 - Schedule home screen formatting issues.
 - Charging App cannot access data.
 - Cannot set charge level
- 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 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.

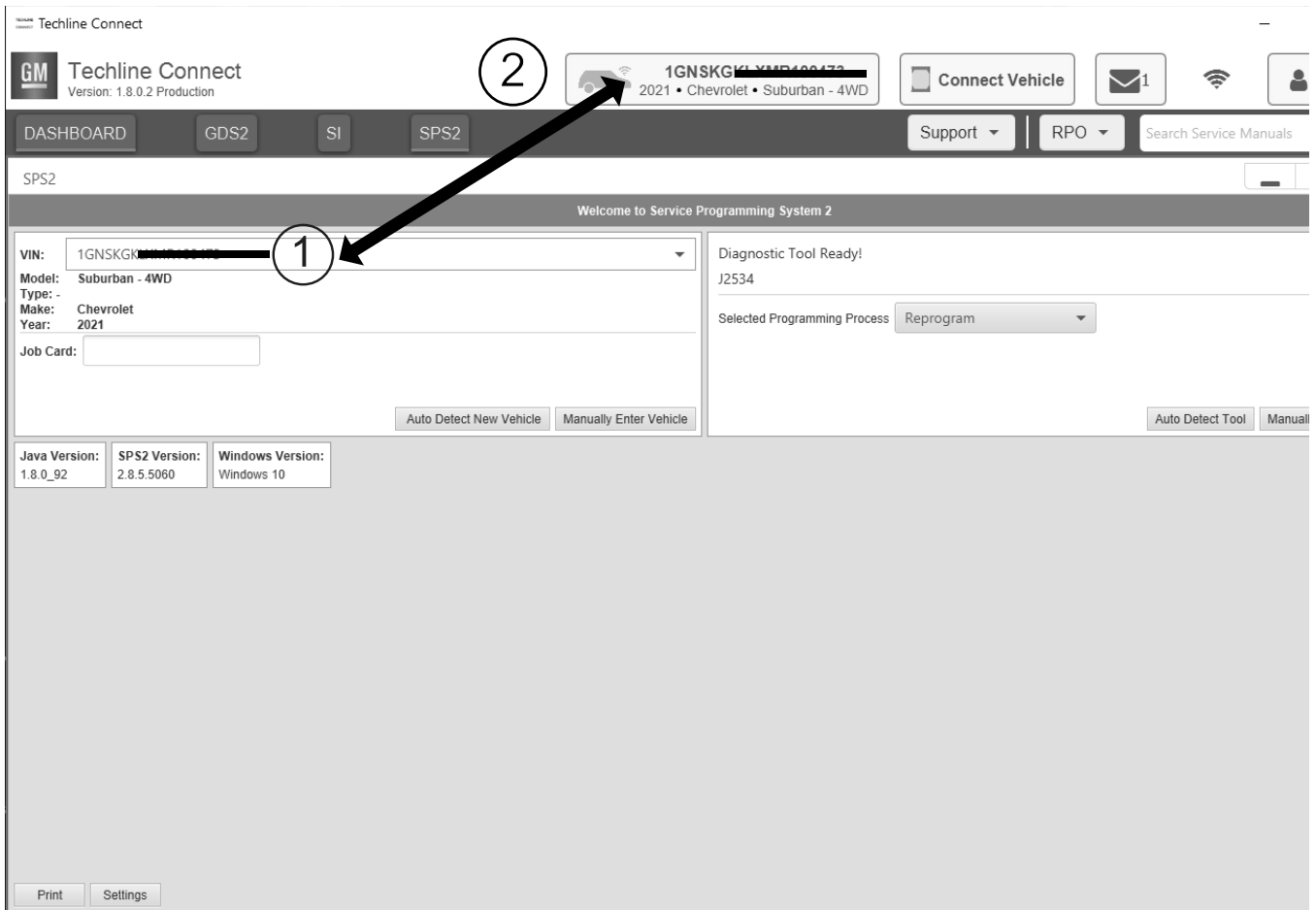
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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

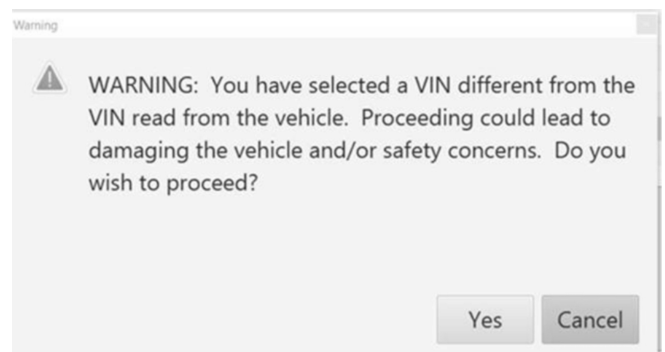
plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle's VIN plate.

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



5743643

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



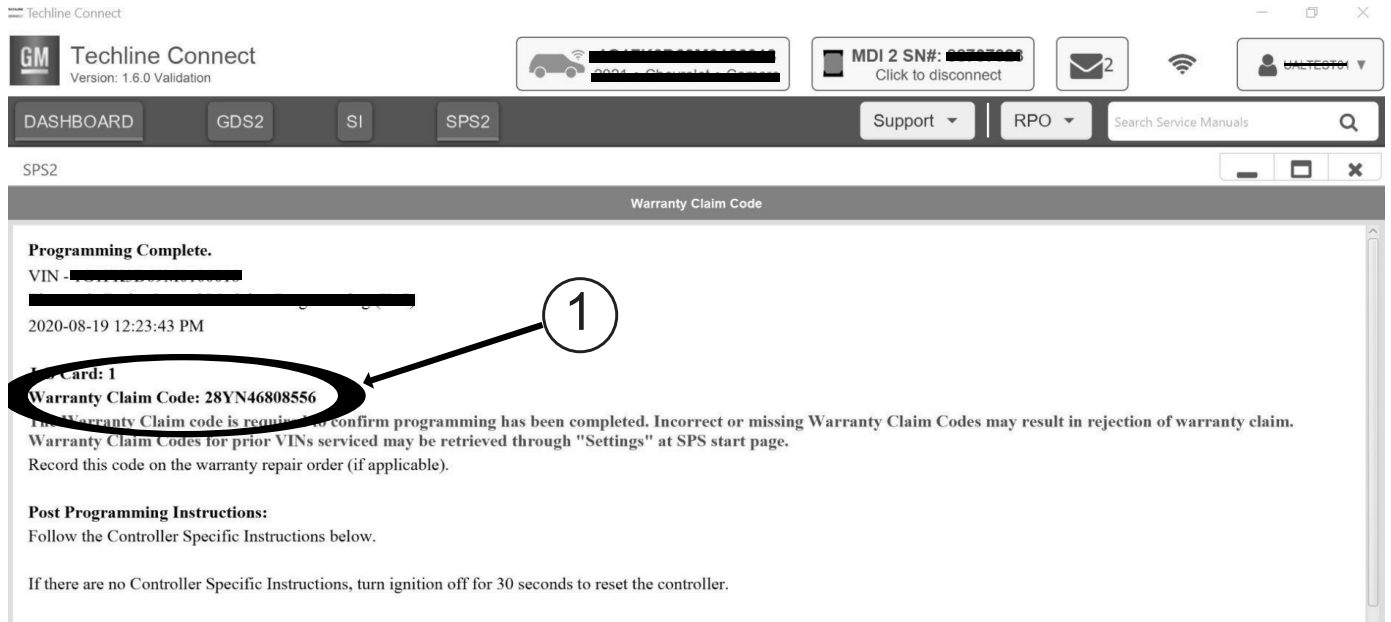
5877000

The screenshot shows the Techline Connect software interface. At the top, there is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' buttons. A 'Support' dropdown and 'RPO' dropdown are also present. A search bar for 'Search Service Manuals' is on the right. Below the navigation bar, the 'SPS2' screen is active, displaying a 'Programming' table. A dialog box is overlaid on the table, displaying a warning message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The table has columns for 'Controller', 'ID', 'Current #', and 'Description'. The 'Description' column contains several entries, some of which are partially obscured by the dialog box. At the bottom of the screen, there are buttons for 'Print', 'Save to PDF', 'ECU Data', 'Back', 'Start Programming', and 'Cancel'. A 'VIN:' field is also visible at the bottom right.

Controller	ID	Current #	Description
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 Low Pressure Calibration
K17	7	84820825	84820825

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

5644477
Summary screen. No further action is required. Refer to the Warranty section of the bulletin.
1. Reprogram the Radio. Refer to *A11 Radio: Programming and Setup*.



5644478

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.

- Record SPS Warranty Claim Code on 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:</p> <p>Additional labour op code information: SPS Warranty Claim Code: <input style="width: 100px;" type="text"/></p>		

6125814

- 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

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

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 August 13, 2024

