



# Service Bulletin

Bulletin No.: 24-NA-206

Date: October, 2024

## TECHNICAL

**Subject: Radio Stays on for Approximately One Minute After Vehicle is Shut Off and Door is Opened**

**This bulletin replaces PIT6232. Please discard PIT6232.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2024	2024	—	—	—	—
Chevrolet	Colorado	2024	2024				
	Traverse	2024	2024				
GMC	Acadia	2024	2024				
	Canyon	2024	2024				

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment that their radio remains on for approximately one minute after turning the vehicle off and opening the door.
<b>Cause</b>	<p>The causes of the condition may be an incomplete Over the Air (OTA) update. OTAs have three steps. First, the package must be downloaded. Second, the system performs a set of checks to verify the vehicle is ready for the install (vehicle stationary, battery state-of-charge above 70%, etc.). Then, the customer is presented the with the prompt to install the OTA.</p> <p><b>Note:</b> When prompted to install the OTA, if the customer selects the "X" in the upper right corner instead of selecting "Install" or "Decline", they will also encounter this same condition of the radio screen staying on.</p>
<b>Correction</b>	<p>Reprogram the Radio and Serial Data Gateway Module.</p> <p><b>Note:</b> This will also clear the pending OTA.</p> <p><b>Important:</b> Please communicate to the customer that in the future if the OTA screen appears, they should accept it and follow the on-screen prompts.</p> <p>The customer can also verify if there is a pending OTA through the radio home screen. Select "settings" and then select "update" to see if any OTAs are pending as long as the battery SOC is at least 70%.</p>

### 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](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.

**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.

Techline Connect  
Version: 1.8.0.2 Production

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manuals

Welcome to Service Programming System 2

VIN: 1GNSKGK1YMD100173  
Model: Suburban - 4WD  
Type: -  
Make: Chevrolet  
Year: 2021  
Job Card:

Diagnostic Tool Ready!  
J2534  
Selected Programming Process: Reprogram

Auto Detect New Vehicle Manually Enter Vehicle

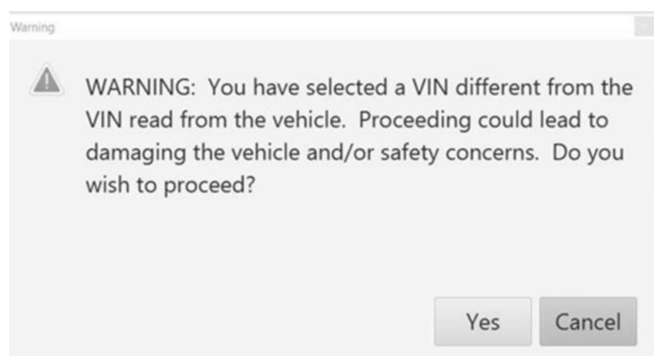
Auto Detect Tool Manual

Java Version: 1.8.0\_92 SPS2 Version: 2.8.5.5060 Windows Version: Windows 10

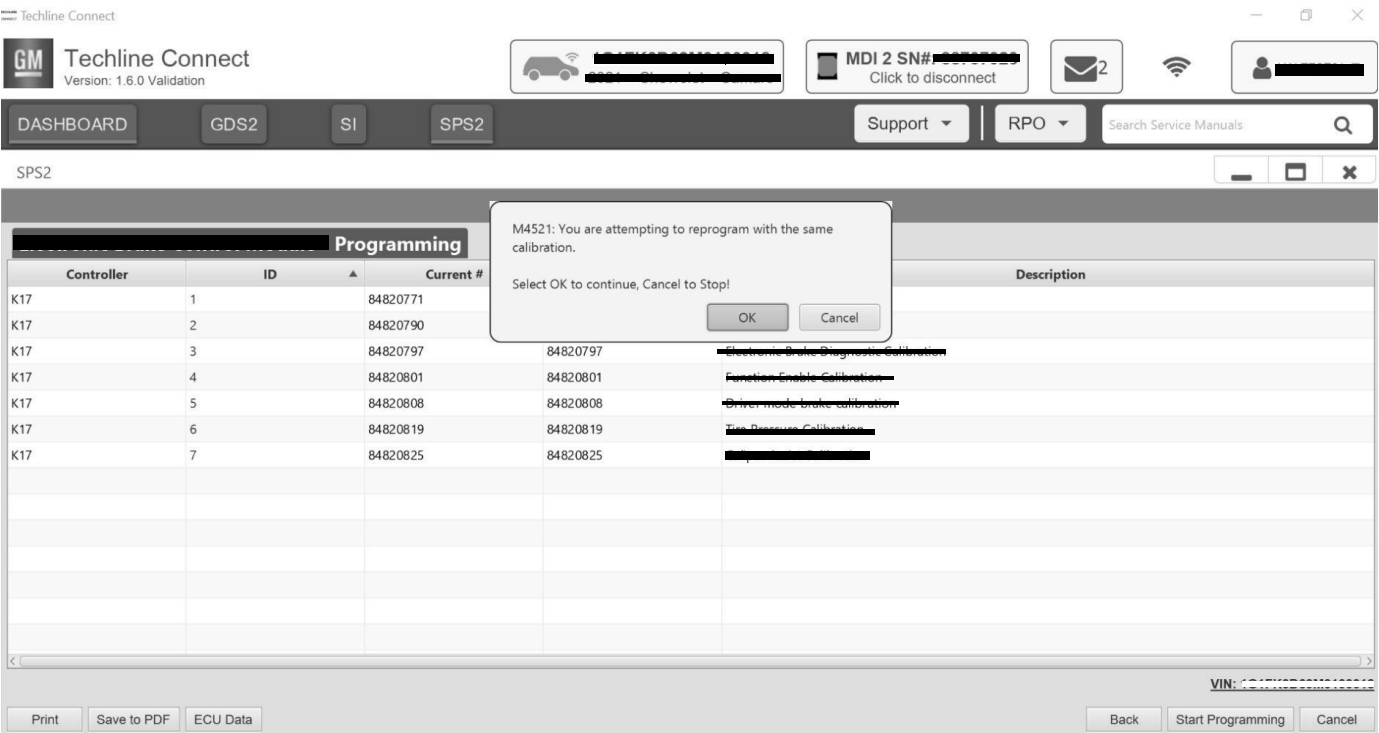
Print Settings

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



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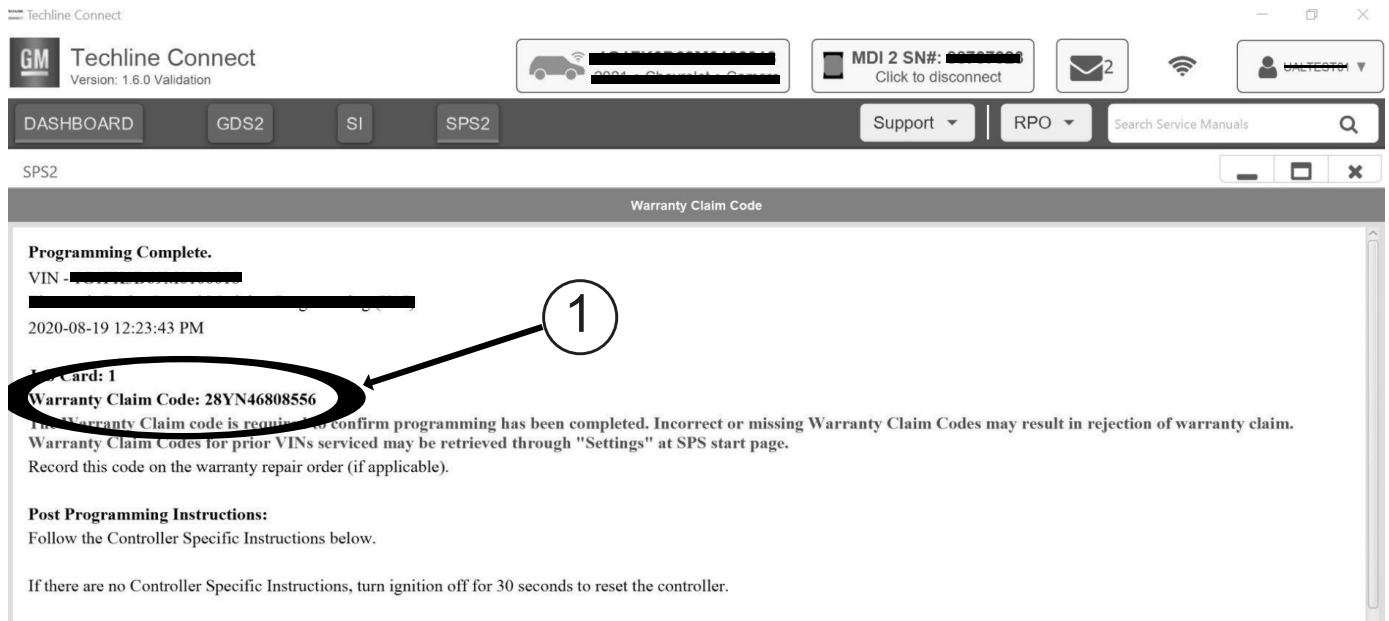


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**Important:** Techline Connect screen shown above.

**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 and Serial Data Gateway Module. Refer to *A11 Radio: Programming and Setup* and *K56 Serial Data Gateway Module: 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.

- 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
2887978*	Radio Reprogramming with SPS and USB, Serial Data Gateway Module Reprogramming with SPS for Radio Remaining On After Vehicle Off	1.0 hr

\*This is a unique Labor Operation for bulletin use only.

**Important:** To avoid warranty transaction rejections, carefully read and follow the instructions below:

- 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.

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.

<b>Version</b>	2
<b>Modified</b>	Released September 25, 2024 Revised October 03, 2024 – Revised the Condition, Cause and Correction sections.

