



# Service Bulletin

Bulletin No.: 24-NA-208

Date: October, 2024

## INFORMATION

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

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	LYRIQ	2023	2024	—	—	—	—
	XT4	2024	2024				
Chevrolet	Blazer EV	2024	2024				
	Colorado	2023	2023				
	Silverado EV	2024	2024				
GMC	Canyon	2023	2023				

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment that the radio remains on for approximately 1 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>Complete Vehicle Wide Programming as per Service Bulletin <b>24-NA-113</b>.</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.

**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.

<b>Version</b>	2
<b>Modified</b>	Released September 25, 2024 Revised October 04, 2024 – Updated Condition, Cause, and Correction sections.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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