



Service Bulletin

Bulletin No.: 24-NA-108
Date: October, 2024

TECHNICAL

Subject: Radio Software Version V171 Update

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Encore GX	2021	2023	—	—	All	All
	Enclave	2022	2024				
Cadillac	XT4	2021	2023				
	XT5	2021	2024				
	XT6	2021	2024				
Chevrolet	Blazer	2021	2024				
	Camaro	2021	2024				
	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				
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
	Bolt EV	2022	2023				
	Bolt EUV	2022	2023				
	Equinox	2022	2024				
	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				
	Sierra 2500/3500	2021	2023				
	Terrain	2022	2024				

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	A new radio software update, version V171, was released to service vehicles equipped with Infotainment system RPO IOS, IOU or IOT. In addition to providing general robustness and stability enhancements, this update includes all enhancements from previous software version releases. 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. 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. 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).

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
- 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.

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 header includes the GM logo, 'Techline Connect Version: 1.8.0.2 Production', and a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2'. A 'Connect Vehicle' button is visible. Below the header, the 'Welcome to Service Programming System 2' message is shown. The main area contains a form for vehicle information: VIN (1GNSKGM1YMD100173), Model (Suburban - 4WD), Type (-), Make (Chevrolet), Year (2021), and Job Card. A 'Diagnostic Tool Ready!' message with 'J2534' is displayed. The 'Selected Programming Process' is set to 'Reprogram'. At the bottom, there are buttons for 'Auto Detect New Vehicle', 'Manually Enter Vehicle', 'Auto Detect Tool', and 'Manual'. A 'Print' and 'Settings' button are at the bottom left. A warning message is overlaid on the screen, indicating a VIN mismatch.

1

2

VIN: 1GNSKGM1YMD100173

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.

A warning dialog box titled 'Warning' is displayed. It contains a warning icon 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, there are 'Yes' and 'Cancel' buttons.

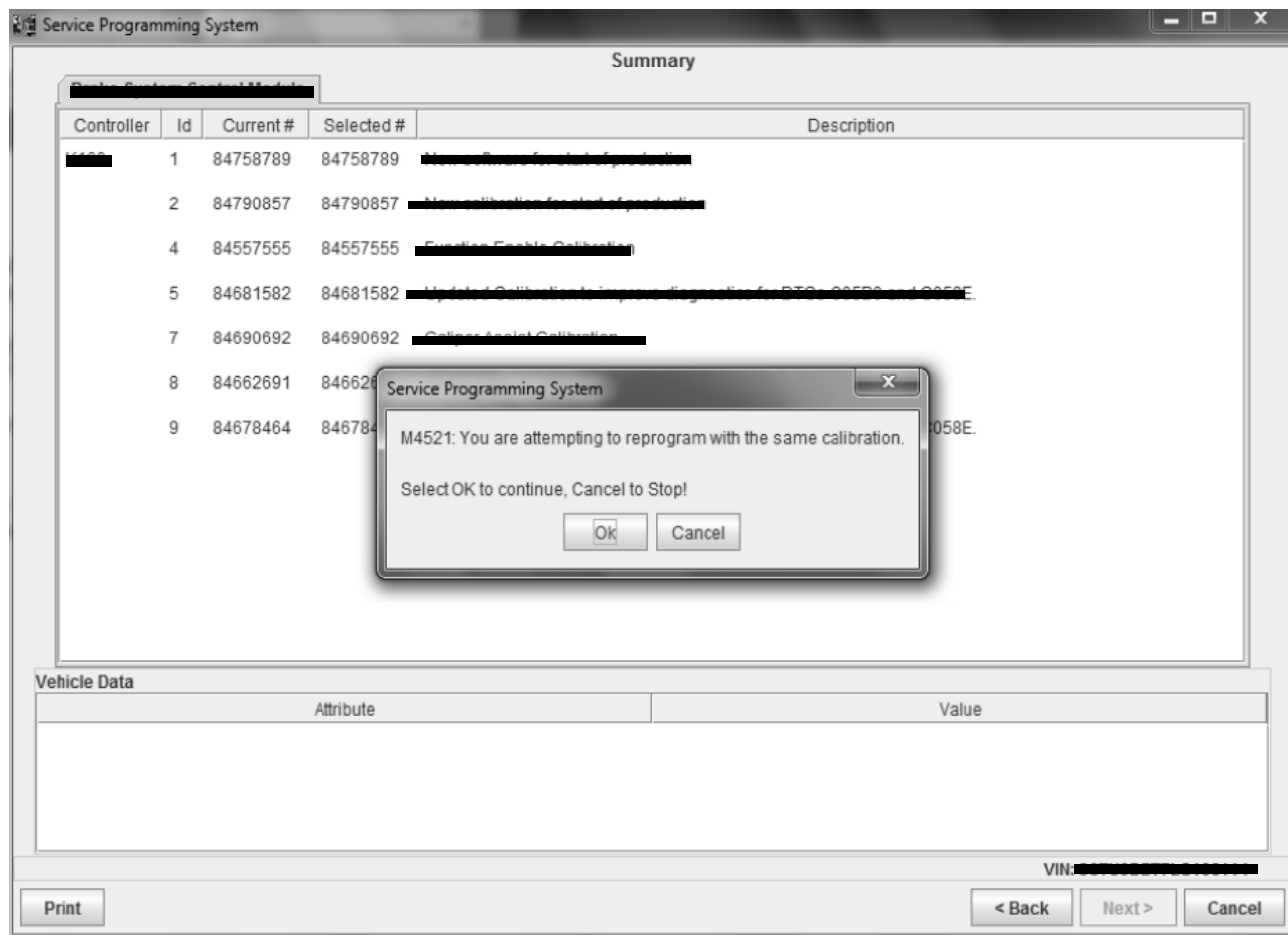
Warning

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?

Yes Cancel

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Important: Techline Connect and TIS2WEB screens shown above.

Important: If the same calibration/software warning is noted on the TLC or SPS 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. Refer to *A11 Radio: Programming and Setup* in SI. Modify as required.

Techline Connect

GM Techline Connect
Version: 1.6.0 Validation

MDI 2 SN#: [REDACTED]
Click to disconnect

2

WARRANTY

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manuals

SPS2

Warranty Claim Code

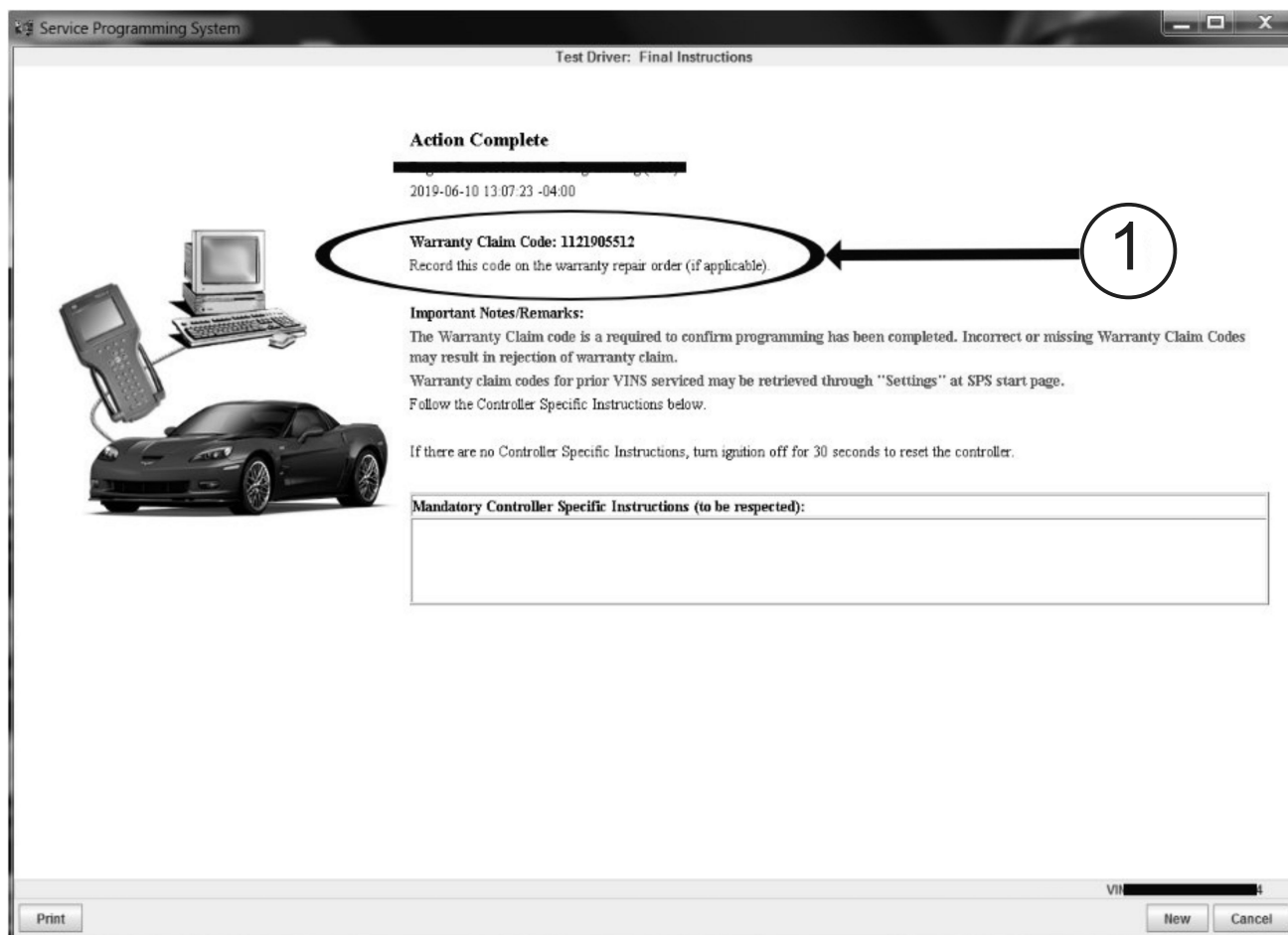
Programming Complete.
VIN: [REDACTED]
2020-08-19 12:23:43 PM

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:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. 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.

Version	2
Modified	Released June 17, 2024 Revised October 16, 2024 – Added the 2024 Model Year to Chevrolet Blazer, Camaro, Equinox, and GMC Terrain, and removed an unrelated bullet point from V171 Improvements list.