



# Service Bulletin

Bulletin No.: 24-NA-248

Date: October, 2024

## TECHNICAL

**Subject: Blank or Black Screen, Update A22 Radio Control**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Corvette	2024	2024	—	—	—	—

<b>Involved Region or Country</b>	North America, Europe, Middle East, Japan, Australia/New Zealand
<b>Additional Options (RPOs)</b>	Equipped with Radio RPO IOK
<b>Condition</b>	Some customers may comment on the radio display going blank or is black.
<b>Cause</b>	The cause of the condition may be due to a software anomaly.
<b>Correction</b>	Update the A22 radio control.

### 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.

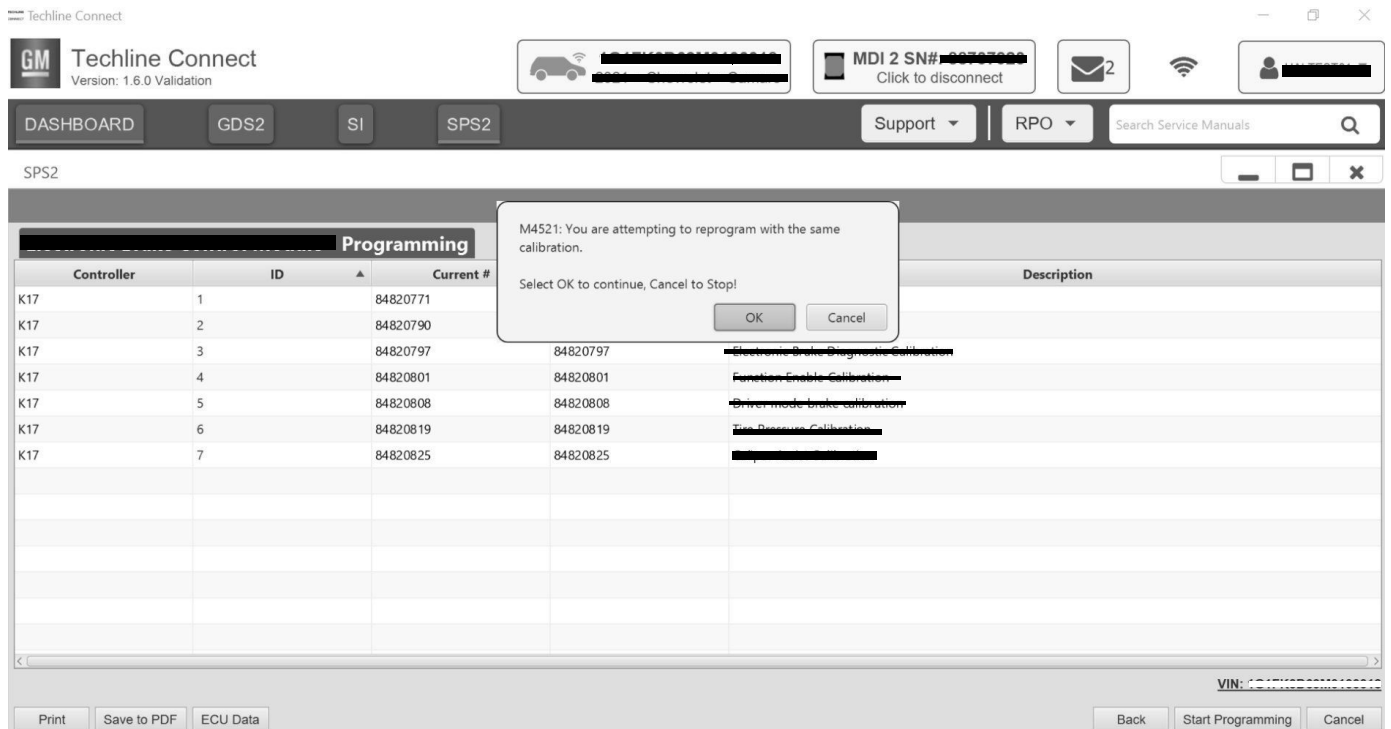
The screenshot displays the Techline Connect software interface. At the top, the GM logo and 'Techline Connect Version: 1.8.0.2 Production' are visible. A navigation bar includes 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' buttons, along with 'Support', 'RPO', and 'Search Service Manuals' options. The main content area is titled 'SPS2' and 'Welcome to Service Programming System 2'. On the left, a form displays vehicle information: VIN: 1GNSKGM... (circled with '1'), Model: Suburban - 4WD, Type: -, Make: Chevrolet, Year: 2021, and a Job Card field. Below this are 'Auto Detect New Vehicle' and 'Manually Enter Vehicle' buttons. On the right, a 'Connect Vehicle' button is circled with '2'. Below it, the vehicle details are shown: '1GNSKGM... 2021 • Chevrolet • Suburban - 4WD'. Further right, there is a 'Diagnostic Tool Ready! J2534' status and a 'Selected Programming Process' dropdown menu set to 'Reprogram'. At the bottom left, there are 'Print' and 'Settings' buttons. At the bottom right, there are 'Auto Detect Tool' and 'Manual' buttons. A status bar at the very bottom shows 'Java Version: 1.8.0\_92', 'SPS2 Version: 2.8.5.5060', and 'Windows Version: Windows 10'.

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



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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 Controls. Refer to *A22 Radio Controls: Programming and Setup* in SI.

Techline Connect  
Version: 1.6.0 Validation

MDI 2 SN#: [REDACTED]  
Click to disconnect

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manuals

SPS2

Warranty Claim Code

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

Job 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 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
2810325*	Radio Control Reprogramming with SPS	Use Published Labor Operation Time

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

Labour Time [\[Top\]](#)

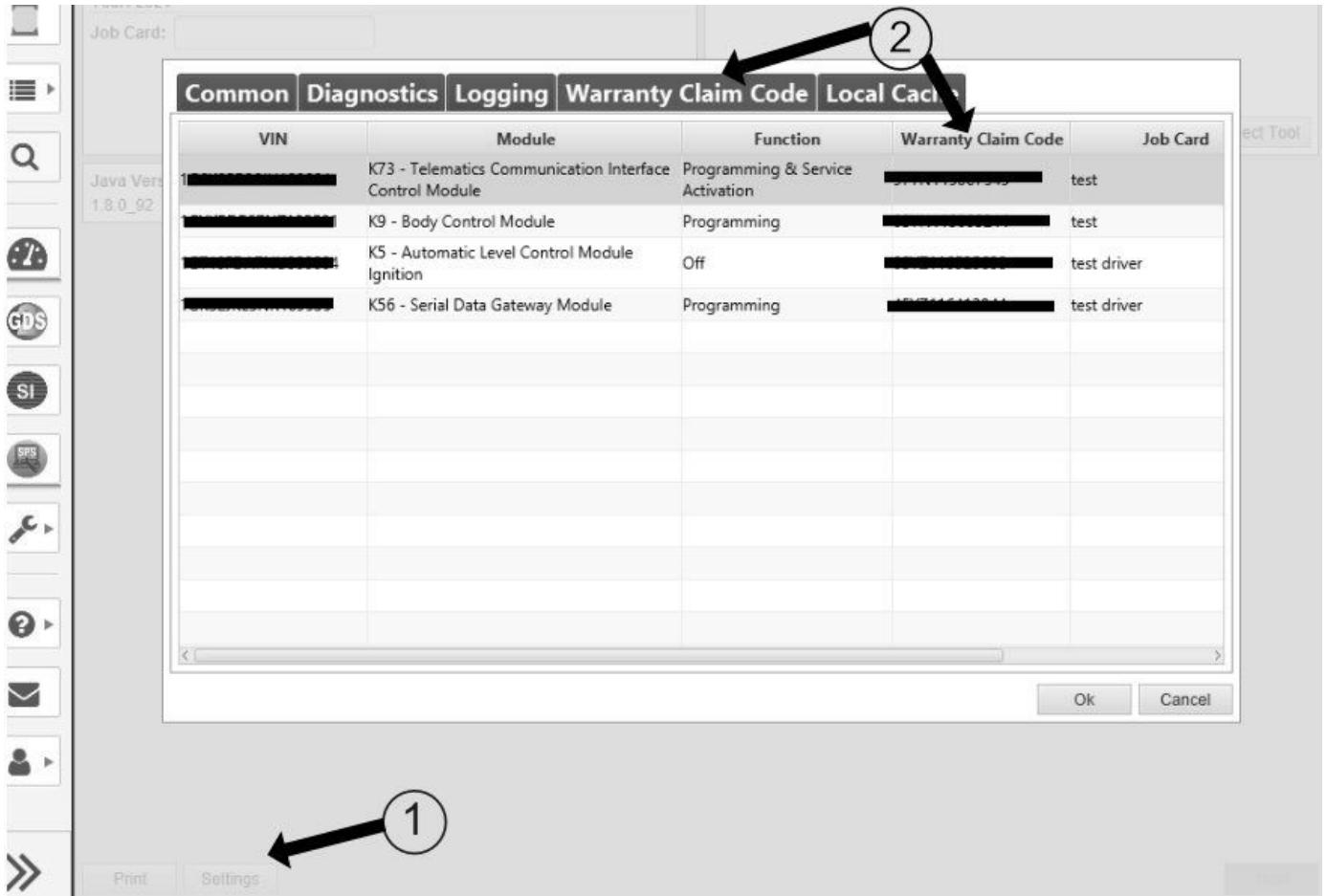
Labour Operation Code:

Additional labour op code information: SPS Warranty Claim Code:

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- 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**



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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>	1
<b>Modified</b>	Released October 30, 2024

