



# Service Bulletin

Bulletin No.: 24-NA-193

Date: November, 2024

## TECHNICAL

**Subject: Radio Software Update W52E-176.1.2-M170-SQBR5-250.2**

**This Service Bulletin replaces PIC6527 and covers vehicles formerly in PIC6498. Please discard PIC6527.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Envision	2024	2024	—	—	—	—
	Enclave	2025	2025				
Cadillac	CT5	2025	2025				
	LYRIQ	2024	2024				
	XT4	2024	2024				
Chevrolet	Equinox	2025	2025				
	Traverse	2024	2024				
GMC	Acadia	2024	2024				

<b>Involved Region or Country</b>	North America, Brazil, Bolivia, Chile, Colombia, Peru, Europe, Middle East, Israel, Palestine, Japan, South Korea, Egypt
<b>Additional Options (RPOs)</b>	Equipped with Infotainment RPOs IVD or IVE
<b>Condition</b>	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas.
<b>Cause</b>	The cause of the condition may be software anomalies.
<b>Correction</b>	<p>A new radio software update, version is W52E-176.1.2-M170-SQBR5-250.2, was released to service for vehicles equipped with Infotainment system RPO IVD and IVE 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><b>Caution:</b> 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:**

- Black screen
- Black screen with guidelines

**Charging App (EV Only):**

- The charging app may not launch

**Cluster:**

- Black screen

- Gear info not displayed on Cluster
- The cluster may reset while driving
- The customer may see a check engine or service vehicle light with DTCs U13F9 and U223B
- Momentary black screen for zones 1, 2, 3 at start up
- Stuck in Map view
- "Take control of the vehicle now" message stuck in notification menu
- Connectivity issues
- Loss of Data for both embedded apps and hotspot

**Display:**

- Police vehicles (5J9) - Radio display flickers when police lights are active
- Display UI changes
- Home button inoperable
- Black screen

**HUD:**

- Blank HUD

**HVAC:**

- Rear climate screen will open when user taps a blank button

**Other Apps:**

- Blind Zone Steering Assist description text may have overlapped text
- FM audio stops while crabwalk animation is going then returns after animation
- When using APA the parking animation maybe on the incorrect side of the vehicle
- When Crabwalk is engaged audio playing is paused
- Rear steering still active even if off
- User will see "SideWinder On" in Smart Controls even when the feature is actually off

**Phone:**

- Recent calls are not displayed and cluster showing calls from previous paired device
- Bluetooth will not power up after a sleep cycle. The Add Phone button will be greyed out.

**Stability:**

- Slow boot up
- Radio lost display and audio for 1 minute
- Radio reset

**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.

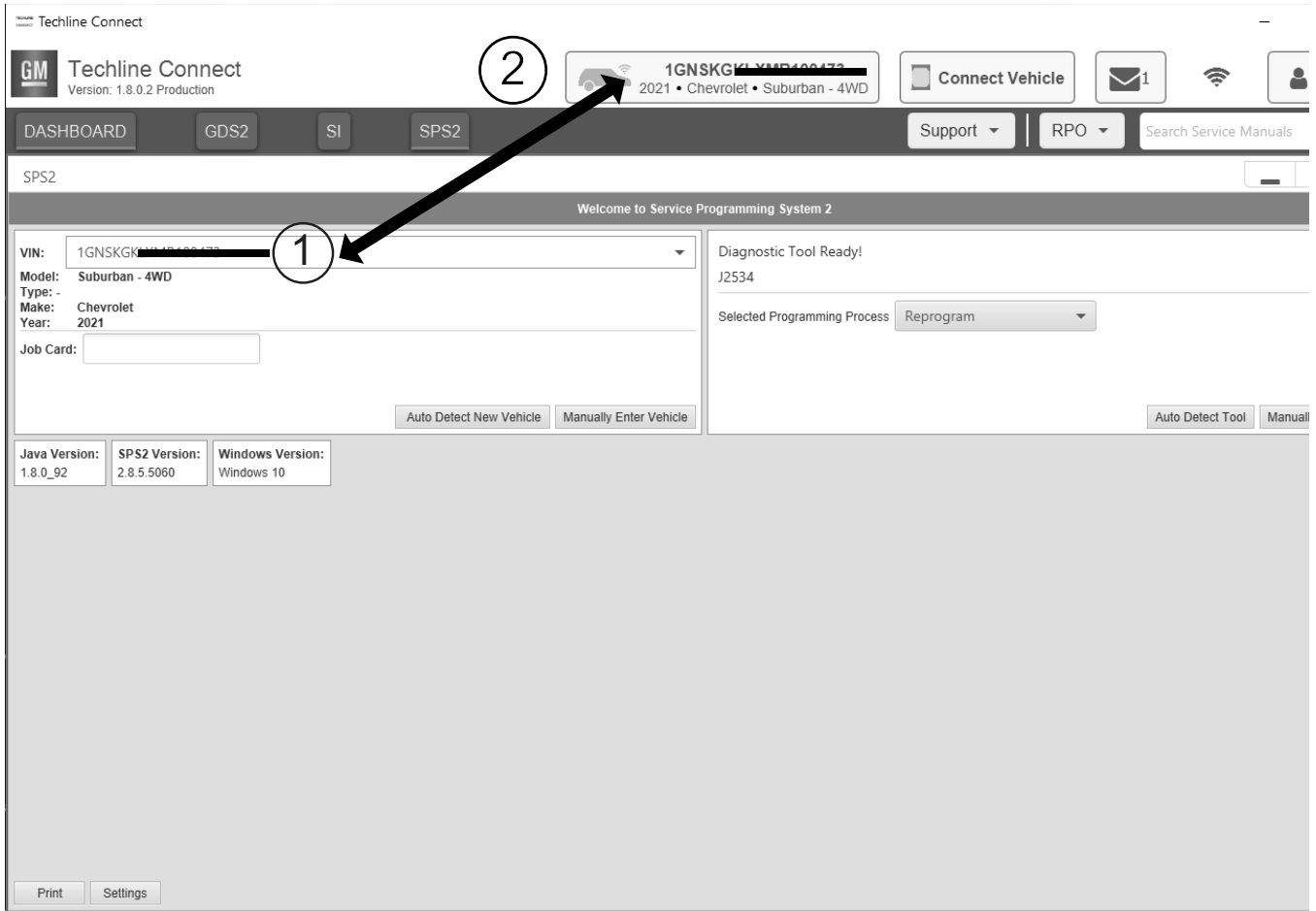
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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.

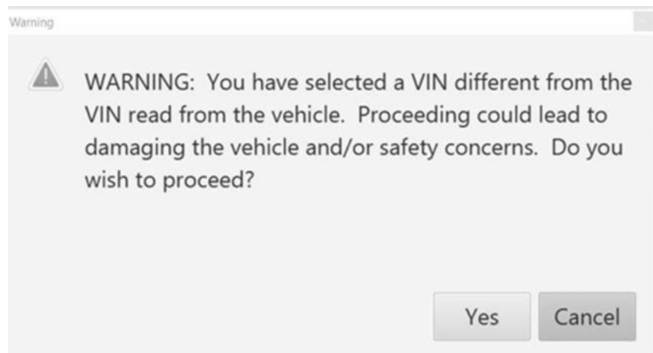
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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



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



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The screenshot shows the Techline Connect software interface. At the top, there is a navigation bar with 'DASHBOARD', 'GDS2', 'SI', and 'SPS2' buttons. A search bar for 'Search Service Manuals' is on the right. Below this, a 'Programming' window is open, displaying a table with columns for 'Controller', 'ID', and 'Current #'. The table lists seven rows of data for controller 'K17'. A modal dialog box is overlaid on the table, containing the text: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog has 'OK' and 'Cancel' buttons. At the bottom of the programming window, there are buttons for 'Print', 'Save to PDF', 'ECU Data', 'Back', 'Start Programming', and 'Cancel'. A 'VIN:' field is visible at the bottom right of the window.

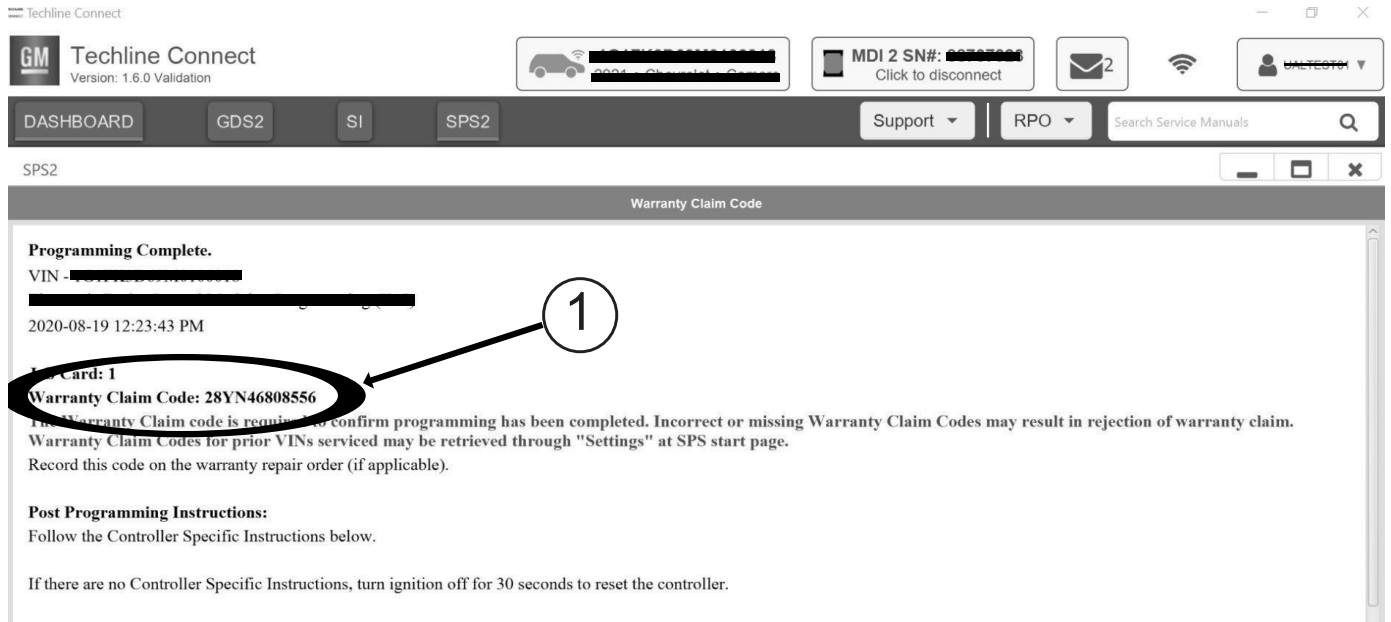
Controller	ID	Current #
K17	1	84820771
K17	2	84820790
K17	3	84820797
K17	4	84820801
K17	5	84820808
K17	6	84820819
K17	7	84820825

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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. Refer to *A11 Radio: Programming and Setup* in SI.



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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 the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

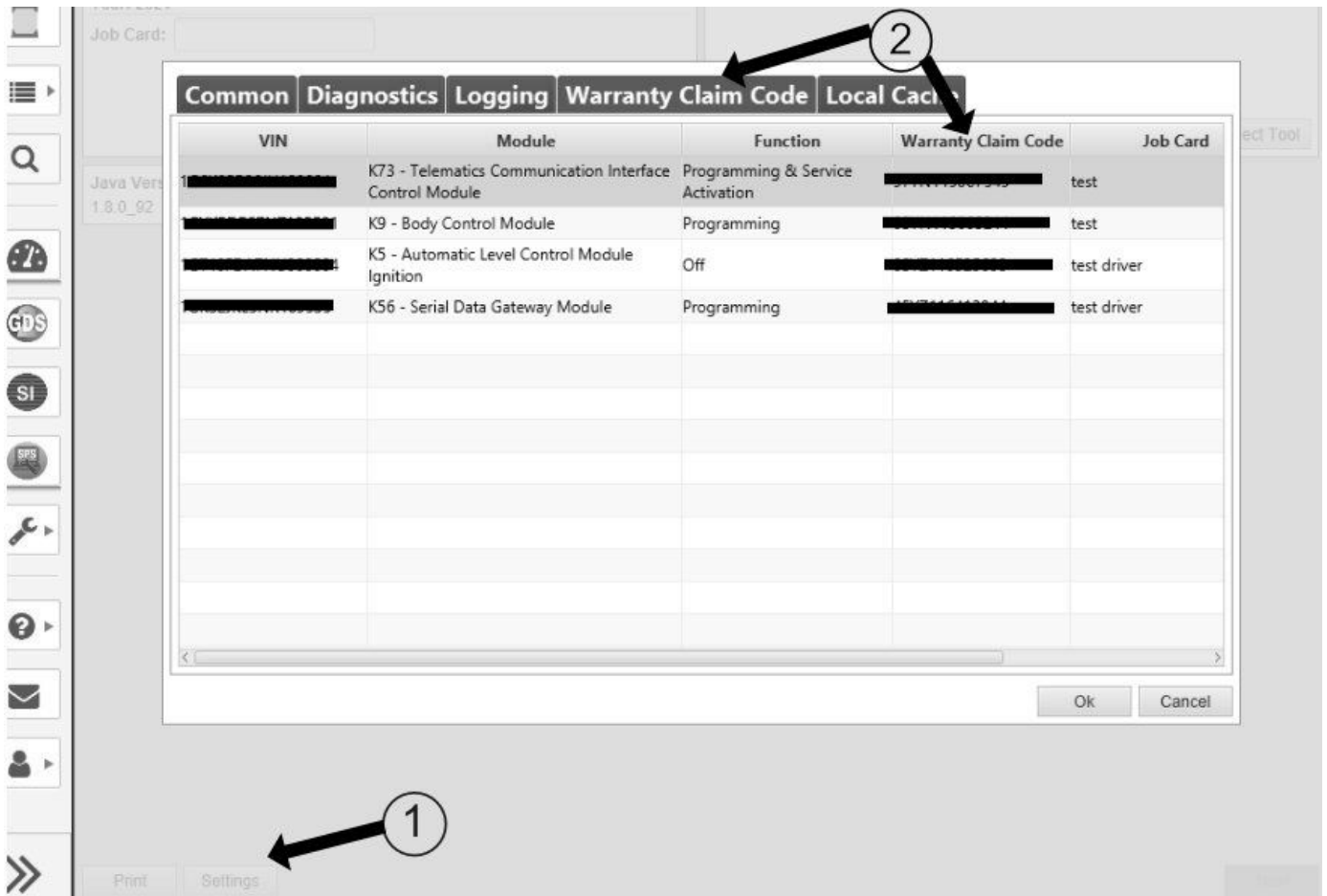
Labor Operation	Description	Labor Time
2810335*	Radio Reprogramming with SPS	Use Published Labor Operation Time

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

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

Labor Operation	Description	Labor Time
<p>Labour Time <a href="#">[Top]</a></p> <p>Labour Operation Code:</p> <p>Additional labour op code information: <input data-bbox="512 465 675 499" type="text" value="SPS Warranty Claim Code:"/></p> <p style="text-align: right;">6125814</p> <ul style="list-style-type: none"><li>• The Warranty Claim Code must be accurately entered in the "Warranty Claim Code" field of the transaction.</li><li>• 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.</li></ul>		

**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>	3
<b>Modified</b>	Released September 12, 2024 Revised October 04, 2024 – Added the 2025 Buick Enclave, 2024 Cadillac LYRIQ, supersede statement, second Important statement under Service Procedure and involved regions/countries. Revised November 26, 2024 – Added the 2025 Chevrolet Equinox and updated the supersede statement.

