



Service Bulletin

Bulletin No.: 25-NA-021

Date: February, 2025

TECHNICAL

Subject: Radio Software Update W23E-178.1.2-M174-SQBR6-93.3

This Bulletin Replaces PIT6228. This Bulletin Replaces Some Model(s) from PIT6228.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2025	2025				
Cadillac	Escalade Escalade ESV	2025	2025				
Chevrolet	Equinox	2025	2025				
	Suburban						
	Tahoe						
	Traverse						
GMC	Acadia	2025	2025				
	Yukon Yukon XL						

Involved Region or Country	North America, Middle East, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Peru (West)
Additional Options (RPOs)	Equipped with RPO IVE
Condition	Some customers may comment on software related issues. Continuous improvement software updates are being released with improvements made in several areas.
Cause	The cause of the condition may be software anomalies.
Correction	<p>A new radio software update, version is W23E-178.1.2-M174-SQBR6-93.3, was released to service for vehicles equipped with Infotainment system RPO 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>Caution: To avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p> <p>Important: Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.</p>

Most notable improvements contained in this release may include:

Apps:

- User can access Ambient Lighting app in a vehicle that doesn't support it
- Radio may unintentionally present a password error
- Universal garage door remote application now available

Audio:

- No audio
- No chime

- Static

Bluetooth:

- Connection loss
- Radio may go to max volume
- No audio
- Not functioning
- SMS message not on user interface
- Static

Camera:

- Black screen
- Camera video feed and icons overlap
- Frozen
- Slow

CarPlay:

- Black screen after call ended with OnStar
- Connection
- Slow to load
- Stuck in phone volume after call ended

Cluster:

- Falsely set codes: B197F.00, U0485.00 & U1962.00 in BCM
- Frequent dimming
- Trip odometer not resetting
- Parts of cluster may be unresponsive
- Wrong graphics/information

Display:

- Black box
- Black screen
- Customer see blank screen after door open/close during approach animation
- Customer will see the wallpaper and other components in Vtrack/Vseries theme, but apptay/statubar will be shown in the base (flow) theme
- Half screen black
- Home button inoperable
- HVAC bar missing
- View change is slow when shifting from Park to Reverse

MFC:

- Not functioning

Non-streaming Apps:

- Wireless charging buttons inoperable

OnStar:

- Call not displayed
- No audio
- Stability

- Popup message - Pedestrian Collision Alert did not appear

Steering Wheel Controls:

- Steering wheel dial may scroll in the opposite direction

Export only:

- Customer would not be able to complete SetUpWizard in EU under certain circumstances

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.

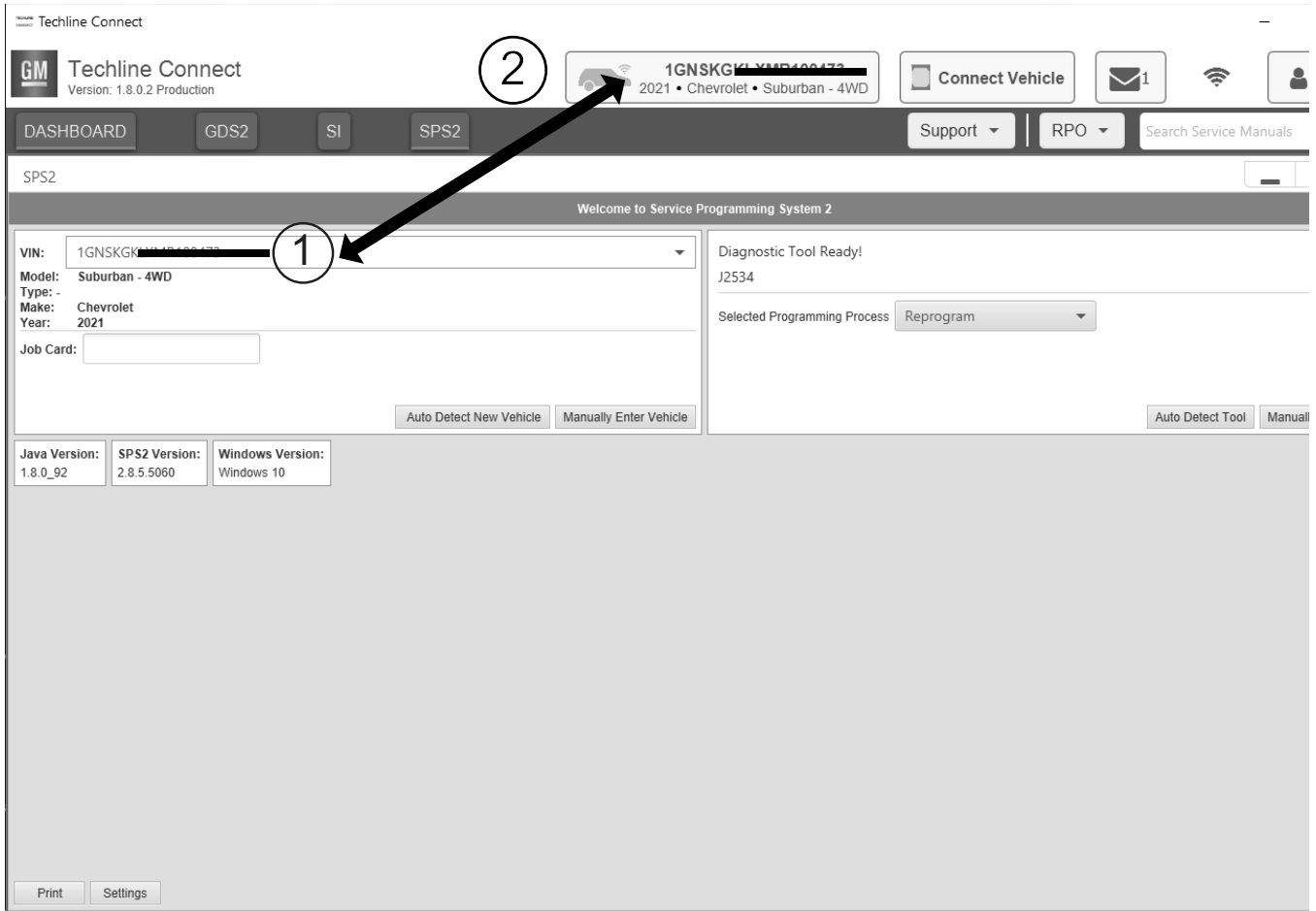
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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 for further information. If not available, connect a fully charged 12 V 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.

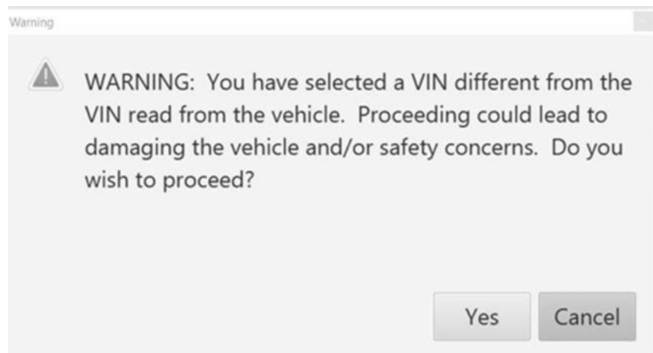
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is "ON" before reading the VIN from the vehicle's VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in 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, Current #, and Description. A modal dialog box is overlaid on the table, displaying the message: 'M4521: You are attempting to reprogram with the same calibration. Select OK to continue, Cancel to Stop!'. The dialog has 'OK' and 'Cancel' buttons. The table contains the following data:

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	84820797 Electronic Brake Diagnostic Calibration
K17	4	84820801	84820801 Function Enable Calibration
K17	5	84820808	84820808 Driver mode brake calibration
K17	6	84820819	84820819 Pre-Pressure Calibration
K17	7	84820825	84820825

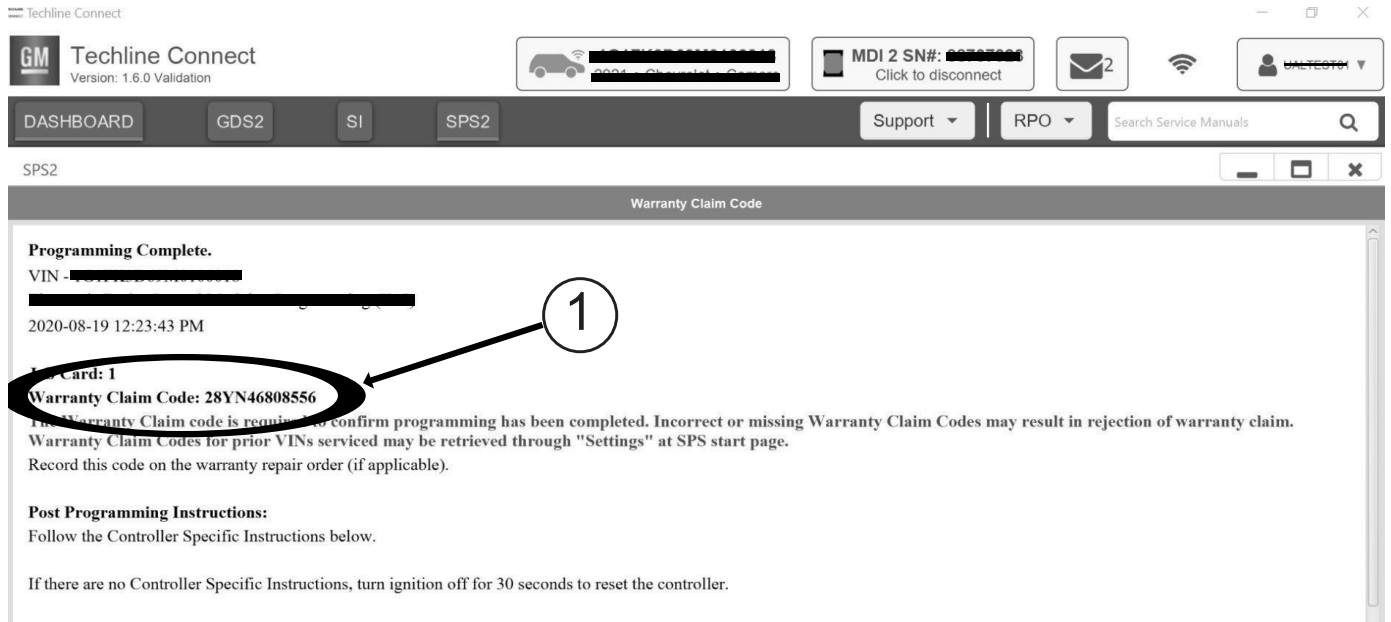
At the bottom of the interface, there are buttons for 'Print', 'Save to PDF', 'ECU Data', 'Back', 'Start Programming', and 'Cancel'. A VIN field is visible on the right side of the bottom bar.

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Important: Techline Connect screens 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. No further action is required. Refer to the Warranty section of the 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 SPS Warranty Claim Code on job card for warranty transaction submission.

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:

Labor Operation	Description	Labor Time
<p>Labour Time [Top]</p> <p>Labour Operation Code:</p> <p>Additional labour op code information: <input type="text"/> SPS Warranty Claim Code: <input type="text"/></p>		
<p>6125814</p>		
<ul style="list-style-type: none">• 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

The screenshot shows a software interface with a 'Warranty Claim Code' dialog box. The dialog box has a tabbed interface with 'Warranty Claim Code' selected. It contains a table with the following data:

VIN	Module	Function	Warranty Claim Code	Job Card
[REDACTED]	K73 - Telematics Communication Interface Control Module	Programming & Service Activation	[REDACTED]	test
[REDACTED]	K9 - Body Control Module	Programming	[REDACTED]	test
[REDACTED]	K5 - Automatic Level Control Module Ignition	Off	[REDACTED]	test driver
[REDACTED]	K56 - Serial Data Gateway Module	Programming	[REDACTED]	test driver

Arrow 1 points to the 'Settings' button in the bottom left of the main interface. Arrow 2 points to the 'Warranty Claim Code' tab in the dialog box.

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.

Version	2
Modified	Released February 04, 2025 Revised February 20, 2025 - Added the 2025 Buick Enclave, Cadillac Escalade, Chevrolet Suburban, Tahoe, and GMC Yukon, Yukon XL.

