



# Service Bulletin

Bulletin No.: 25-NA-021

Date: March, 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				
	Envision						
Cadillac	Escalade Escalade ESV	2025	2025				
	OPTIQ	2025	2025				
Chevrolet	Equinox	2025	2025				
	Suburban						
	Tahoe						
	Traverse						
GMC	Acadia	2025	2025				
	Yukon Yukon XL						
	Terrain						

<b>Involved Region or Country</b>	North America, Middle East, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Peru (West)
<b>Additional Options (RPOs)</b>	Equipped with RPO 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 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><b>Caution:</b> To avoid potential programming errors, ensure both programming events (Programming and USB File Transfer) are performed.</p> <p><b>Important:</b> Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.</p> <p><b>Note:</b> For OPTIQ only please refer to 24-NA-143 for programming instructions.</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:**

- Improved HUD operation (if equipped)
- 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 apptray/statusbar 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.

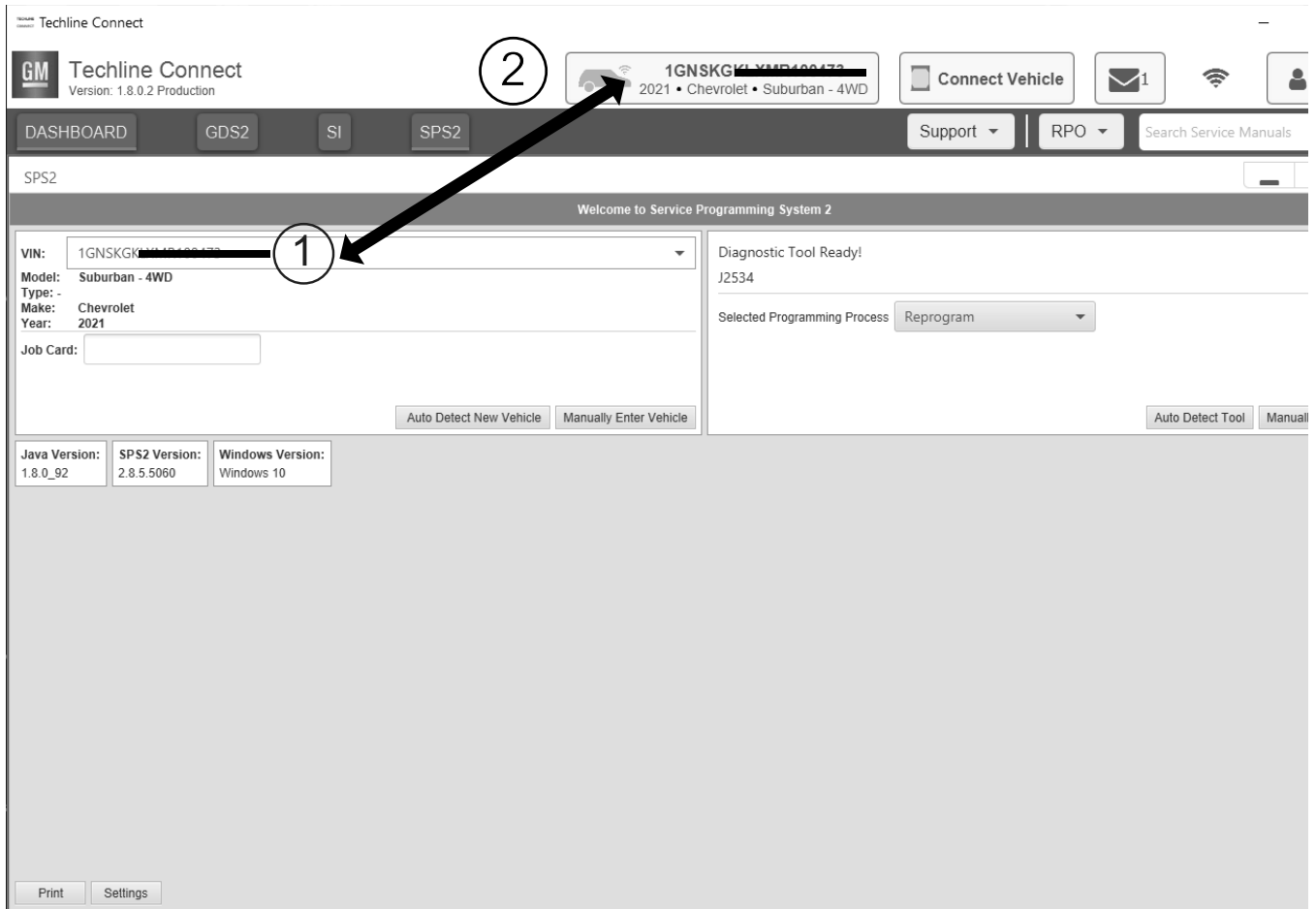
**Caution:** Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

- 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](http://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.



Techline Connect

GM Techline Connect  
Version: 1.8.0.2 Production

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manuals

SPS2

Welcome to Service Programming System 2

VIN: 1GNSKGM1YMD100173 (1)

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

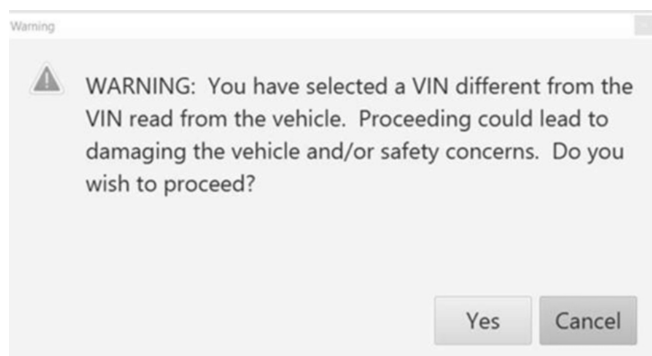
Auto Detect Tool Manual

Java Version: 1.8.0\_92 SPS2 Version: 2.8.5.5060 Windows Version: Windows 10

Print Settings

5743643

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



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?

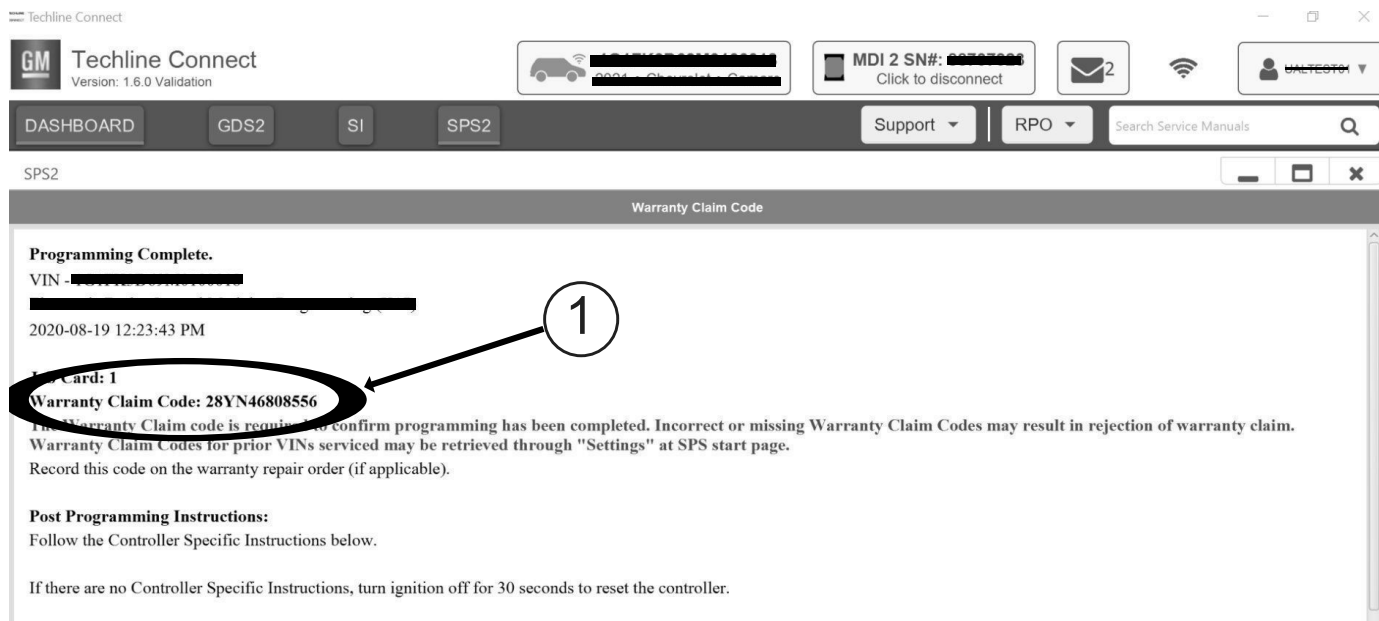
Yes Cancel

5877000



**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*.



5644478

**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 <a href="#">[Top]</a></p> <p>Labour Operation Code: <input type="text"/></p> <p>Additional labour op code information: <input type="text"/></p> <p>SPS Warranty Claim Code: <input type="text"/></p>		

- 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.

6125814

## Warranty Claim Code Information Retrieval

[illegible]

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 February 04, 2025 Revised February 20, 2025 - Added the 2025 Buick Enclave, Cadillac Escalade, Chevrolet Suburban, Tahoe, and GMC Yukon, Yukon XL. Revised March 20, 2025– Added the 2025 OPTIQ, Envision and Terrain.

