



Service Bulletin

Bulletin No.: 25-NA-071
Date: March, 2025

TECHNICAL

Subject: Radio Software Version 169.4

Brand:	Model:	Model Year:		Build Date Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Buick	Envista	2025	2025	SOP	April 01, 2025	All	All
	Encore GX	2024	2025				
Chevrolet	Trax	2025	2025				
	Trailblazer	2024	2025				

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with Infotainment system RPO IVA.
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 169.4, was released to service for vehicles equipped with Infotainment system RPO IVA 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>

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.

Most notable improvements contained in this release may be:

Audio:

- Delay in audio once the radio turns on.
- Audio from android auto may be heard while on an OnStar call.
- Radio freezing.
- Cluster may be blank, and radio icons appear dim.
- Radio display freezing.
- Radio resetting when using android auto, the vehicle icon may be incorrect.
- The first chime beep may be very loud.
- Time remaining may not update properly on the screen when listening to audio.

Bluetooth:

- Audio stuttering while playing audio from a Bluetooth device.

- Bluetooth does not auto connect after radio starts up.
- Ended call banner may be stuck on the IPC.

CarPlay:

- CarPlay will not connect wirelessly after a wired connection.
- Wired CarPlay may randomly not work.
- CarPlay may disconnect when using Siri.
- Random CarPlay disconnections.
- Phone contacts and call history may not populate.
- Favorites station alternates pages after user selection.

Camera:

- Gridlines may not turn after the steering wheel angle sensor has been recalibration.
- Incorrect vehicle image when opening liftgate.

Display:

- When using USB media song time says 28:00 instead of 0:00.
- When selecting a phone contact from the contact list, it may present an incorrect contact.
- Phone contacts and call history may not populate.
- Hazard may not be displayed.
- Displays may stay on after vehicle is shut off and the driver's door is open.
- When performing an OTA, the OTA will say it succeeded, but it actually failed.
- After a failed OTA, you cannot retry the OTA until the next ignition cycle.
- When adding a key to teen driver the volume bar may come up.

Heating:

- When tapping on defrost only, air will come out of the floor, vent, and defrost.

Service Procedure

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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.

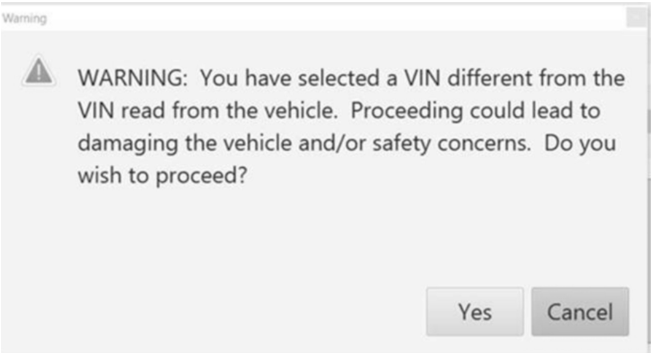
- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in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

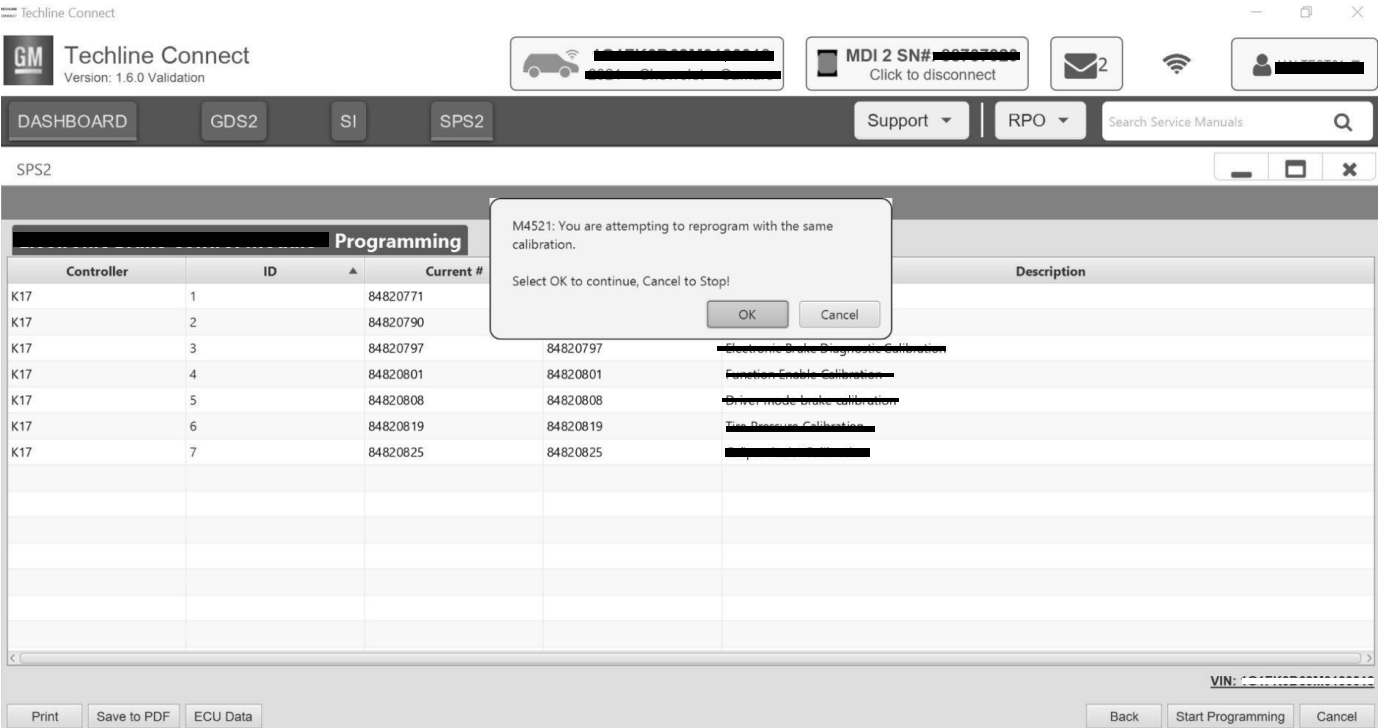
The screenshot displays the Techline Connect SPS2 interface. At the top, the 'Techline Connect' header includes the GM logo and version '1.8.0.2 Production'. Below this is a navigation bar with tabs for 'DASHBOARD', 'GDS2', 'SI', and 'SPS2'. The 'SPS2' tab is active. On the right side of the header, there are buttons for 'Connect Vehicle', a mail icon with a '1', a Wi-Fi icon, and a user profile icon. Below the header, a 'Welcome to Service Programming System 2' banner is visible. The main content area is divided into two columns. The left column contains a 'VIN:' dropdown menu with the value '1GNSKGM1K2B100175' selected, which is circled with a '1'. Below the dropdown, there are fields for 'Model: Suburban - 4WD', 'Type: -', 'Make: Chevrolet', 'Year: 2021', and a 'Job Card:' field. The right column displays 'Diagnostic Tool Ready! J2534' and a 'Selected Programming Process' dropdown menu set to 'Reprogram'. At the bottom of the main content area, there are buttons for 'Auto Detect New Vehicle', 'Manually Enter Vehicle', 'Auto Detect Tool', and 'Manual'. The footer of the interface shows 'Java Version: 1.8.0_92', 'SPS2 Version: 2.8.5.5060', and 'Windows Version: Windows 10'. There are also 'Print' and 'Settings' buttons at the bottom left.

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



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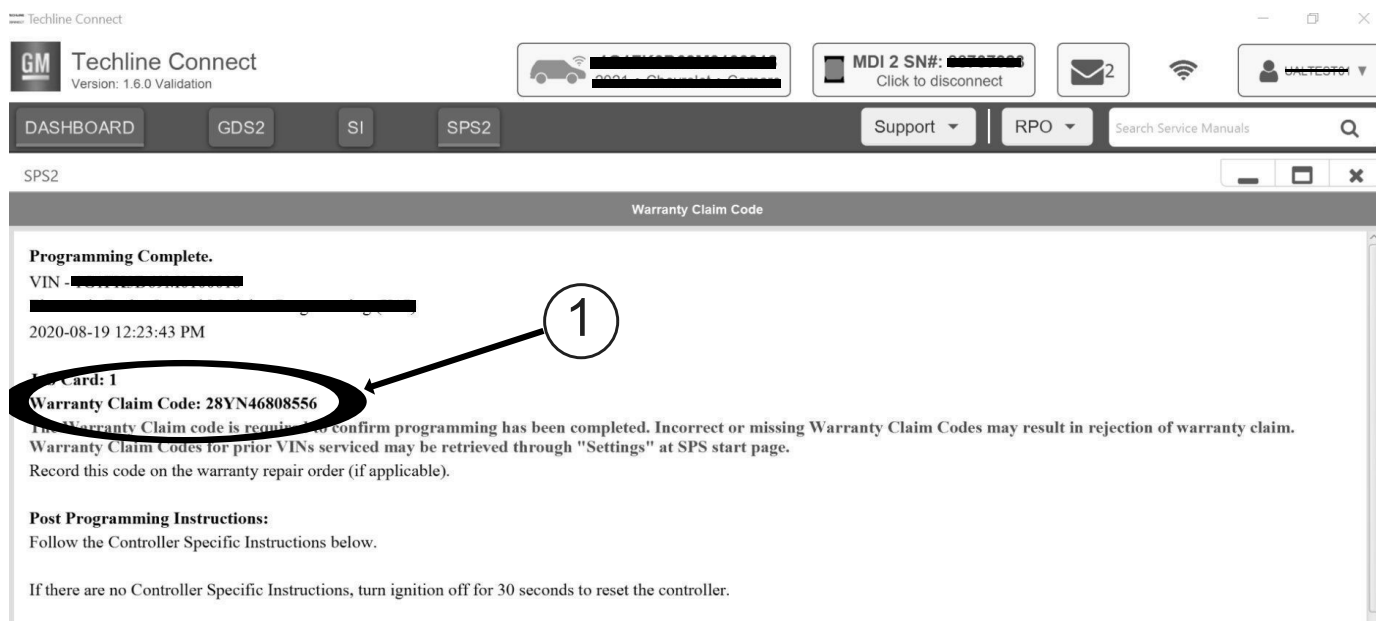


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Important: Techline Connect screens shown above.

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.

Parts Information

No part replacements are required for this repair, only USB reflash.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810335	Installing Software with USB	Use Published Labor Operation Time

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

Labor Operation	Description	Labor Time
<div data-bbox="110 383 769 499"> <div data-bbox="110 383 769 405">Labour Time [Top]</div> <div data-bbox="110 409 769 430">Labour Operation Code:</div> <div data-bbox="110 470 769 499"> <div data-bbox="110 470 505 499">Additional labour op code information:</div> <div data-bbox="505 461 769 499"> <div data-bbox="505 461 769 477">SPS Warranty Claim Code:</div> <div data-bbox="505 477 769 499"></div> </div> </div> </div>		
<div data-bbox="110 819 1469 840">6125814</div> <div data-bbox="110 840 1469 967"> <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. </div>		

Warranty Claim Code Information Retrieval

The screenshot shows the 'Warrant Claim Code' window in the software interface. The window has tabs for 'Common', 'Diagnostics', 'Logging', 'Warranty Claim Code', and 'Local Cache'. The 'Warranty Claim Code' tab is selected. Below the tabs is a table with five columns: VIN, Module, Function, Warranty Claim Code, and Job Card. The table contains four rows of 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

At the bottom right of the window are 'Ok' and 'Cancel' buttons. A red circle with the number '1' points to the 'Settings' button at the bottom left of the screen. Another red circle with the number '2' points to the 'Warranty Claim Code' tab.

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	1
Modified	Released March 21, 2025

