



Service Bulletin

Bulletin No.: 24-NA-092

Date: April, 2025

TECHNICAL

Subject: Radio Software Version is W38E-174.4.1-M170-SQBR5-180.3

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
BrightDrop	Zevo 400	2024	2024	—	—	—	—
	Zevo 600	2024	2024				
Chevrolet	Blazer EV	2024	2024				
	Silverado EV	2024	2024				

Involved Region or Country	North America
Additional Options (RPOs)	Equipped with RPO IVD
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 W38E-174.4.1-M170-SQBR5-180.3, was released to service for vehicles equipped with Infotainment system RPO IVD 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>For labor time information, please refer to bulletin 24-NA-143.</p> <p>Note: Blazer EV ONLY: please refer to N242436240-01 for labor information. If the field action has been closed on the VIN you are trying to update, please use the labor code under Warranty Information below.</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.

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.

Most notable improvements contained in this release may include:

Important: Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.

Camera:

- The screen may go black when in a camera view
- Camera views may overlap
- Cargo Bed Camera is not mirrored
- Cargo Bed Camera may not be available
- False pedestrian notification on Rear View Camera

- Intermittently the Rear View Camera will show the no camera icon
- May not be able to exit the camera app because there is no menu or X button
- Rear View Camera may not work properly with Quick Start Up on
- Rear View Camera always on
- Rear View Camera will not work properly
- The camera may flicker
- The cameras may not work after a cold boot
- The heated seat screen may overlay the Rear View Camera
- The Parking Assist may not show indicators
- The Rear View Camera may be slow to load
- The side camera angles may be incorrect
- When the radio loses the speed signal the camera view will go away
- While using Automated Park Assist there may not be a camera view
- Delayed camera screen
- Blank screen with grid lines
- Rear View Camera image freezes for a short period
- Green screen
- Front View Camera has Rear View Camera viewing options

Display:

- "Your Audio will be Muted" message for Teen Driver doesn't display
- B1D73-04 may set in the radio, along with DTCs in the BCM for the VCD
- Black screen
- Drive mode titles and icons overlap
- Icon changes
- Not able to switch from Flow theme to V series theme
- Pop-up message may not have icons
- Porch view may stop working
- Radio display may not dim at night
- SWC audio source change does not show on VCD
- The screen may be distorted when shifting from Reverse to Drive
- Volume bar listed as Navigation instead of Voice for OnStar call
- When switching from Driver to Guest, "tseuG" shows on the status bar
- User may see "Update Failed. See dealer to restore system" OR Black Screen
- Brightness adjustment may not change screen brightness
- Rear HVAC control screen may be brighter than set
- Radio hard buttons may not work

Cluster:

- Audio source list stuck on display
- Audio unavailable message
- Auto Start Stop icon overlaps speed when there is a pop-up message
- Blank cluster display
- Cluster screen may freeze
- Map view may be slow to load

- DIC may overlap with gauge
- Navigation information may not show in Zone 3
- Cluster flickers
- Android icon pops up while switching cluster views
- Prevent ellipsis from showing on cluster
- Selected cluster view may not be saved after vehicle shutdown
- Best fuel economy is blank
- Audio message appears over gauges when creating new user profile
- The vehicle ahead green telltale may overlap with the speed info

Stability:

- Lagging
- Radio may not fully shut down, but looks off
- Radio may reset while the camera views keep being switched
- Slow bootup time
- Maps and/or audio app may crash

Audio:

- Audio distorted
- Audio pauses during projection
- No audio
- Possible noise on startup
- Two sources playing audio at the same time
- When switching to the MaxPower drive mode the audio may stop
- While a traffic announcement comes in while using voice recognition the audio bar name will show Announcement
- Customer may hear turn signal chime/clack without turn signal active
- No audio after phone call
- At startup, Bluetooth audio is too loud
- No Bluetooth audio after starting Nav. route

Phone:

- Removing the Text play buttons when Alexa is the assistant
- Text messages might not be seen on display
- When CarPlay is connected you can't access Alexa
- With CarPlay the first phone call of every ignition cycle will cause CarPlay to disconnect
- Voice recognition pass through to the connected phone may not work
- When trying to exit android auto, display goes black
- CarPlay disconnects when radio is off and passthrough voice recognition is activated
- Phone app will not launch while wired android auto is connected
- Delete paired device confirmation appears twice
- Apple CarPlay and Android Auto will disconnect after about 5 minutes
- When Bluetooth is not the audio source there is no audio chime for incoming text messages
- Wired Android Auto might reconnect instead of Bluetooth
- Bluetooth may not reconnect
- Voice Recognition pass through has no audio response

- An incoming Bluetooth call ringtone might have a sound when answering

Virtual Controls:

- Customer will be unable to rename garage door
- HVAC virtual controls might not work
- May not be able to exit the Virtual Controls app
- The Virtual Controls app can be opened with the radio off
- The Virtual Controls app may not open
- Headlight controls may be covered by HVAC controls
- Ride height adjustment may not work
- Virtual controls, such as headlights, may not work

Other Apps:

- The MyBrand app may not launch
- The Owner's Manual may have no information
- Park Assist does not function
- Tire pressure missing
- Trailer app may default to "lite" mode instead of full mode, losing some options
- Vehicle model may not show on vehicle status screen
- Vehicle information app crashes when pressing energy info
- Auto parking app will not show animations and camera video feed
- Teen Driver volume limit may not be consistent from one key cycle to another
- Auto Park Assist tells the driver they have to shift when they don't

Programming:

- After an OTA update, new features may not be activated
- During USB updating the process might fail at the 21-minute mark
- If a customer interrupts an OTA and dismisses the message, every time they shift from Park to Drive the message will return until the update is done
- Radio shows the old part number after programming until it is rebooted
- Radio stuck on How to Complete This Update Screen after USB update
- When updating from R3 to R5 any custom pages will be lost
- Display goes black at 21 minutes remaining in update
- Wrong firmware version could be displayed in settings
- "LCDD Data Provisioning failed" message after attempting provisioning
- The LCDD write can take too long

Radio:

- Battery drains from radio of 3A
- Customer may see an Error 302 causing them to have to log in every 30 minutes
- Radio may not leave Quick Start Up mode and go to off
- Radio may not turn off when RAP is cancelled
- Radio thinks the vehicle is in Drive so customer is unable to access pages where the vehicle must be in Park
- The radio may not power back on

Charging App:

- Charging app does not support Tesla stations
- IPD may still show charging for 10 seconds after going into propulsion

- May not be able to open the Charging app
- May not be able to set the charge level
- When searching for nearby stations in the energy app it may get stuck on the loading screen
- When trying to log into a MyBrand account through the Charging app nothing happens
- Cabin Pre-Conditioning not functioning in energy app
- Vehicle may not be able to use a DC Fast Charger

SXM:

- No audio
- XM Loading message
- No XM audio after a USB update
- French translation may be incorrect

HUD:

- During a navigation route the first maneuver may show as a grey box on the HUD instead of an arrow
- HUD blank
- Prevent ellipsis from showing on HUD
- Incoming call notification overlaps distance on HUD
- HUD is warped

Settings:

- Customer will not be able to turn off Lane Assistance
- The ambient lighting setting no longer has 1216 colors
- The energy efficiency graph may get stuck
- Turning blind zone assistant on or off doesn't do anything
- Radio does not exit demo mode on owner registration screen

Wi-Fi:

- Removed Easter Egg page from tapping the QR code button a specific way
- Vehicle may not have a data connection for embedded apps or connected devices
- Wi-Fi may not work

Super Cruise:

- Super Cruise may not work

MFC:

- Multi-function Controller might not work to switch users

IVE Radio Only:

- Correcting text alignment in the Front Command Center

Non-NA:

- Energy app crashes when language is changed to Chinese
- In non-connected regions, the Cluster might show a map view when it should not
- May not be able to exit the camera app because there is no menu or X button
- Radio content may not display on the DIC in Gauge view
- The DAB Tune screen does not show a station list
- China Only - Schedule Service button should not be an option

Version	4
Modified	Released June 26, 2024 Revised August 13, 2024 – Added Chevrolet Silverado EV Revised October 24, 2024 – Added reference to bulletin for Labor Time information in Correction section, added first two Important statements and removed Service Procedure and Warranty Information. Revised April 04, 2025– Added MY 2024 BrightDrop Models.

