



Service Bulletin

Bulletin No.: 18-NA-325

Date: November, 2020

TECHNICAL

Subject: Infotainment Screen Appears Too Bright at Night

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro	2017	2017	March 3, 2017	June 8, 2018	—	—
	Colorado			February, 27, 2017	July 27, 2017		
	Cruze	2017	2017	Lordstown - May 5, 2017	Lordstown - August 9, 2017		
				Ramos - April 26, 2017	Ramos - July 21, 2017		
		2018	2018	—			
	Equinox	2018	2018	Ingersoll - October 18, 2016 Ramos - February 7, 2017 San Luis Potosi - December 21, 2016	Ingersoll - March 7, 2018 Ramos - May 24, 2018 San Luis Potosi - April 7, 2018		
	Malibu	2017	2017	April 13, 2017	June 20, 2017		
	Silverado LD	2017	2017	Flint - February 25, 2017	Flint - July 24, 2017		
				Fort Wayne - February 15, 2017	Fort Wayne - July 7, 2017		
				Silao - January 31, 2017	Silao - July 22, 2017		
Silverado HD			Flint - February 24, 2017	Flint - July 28, 2017			
			Fort Wayne - February 15, 2017	Fort Wayne - July 7, 2017			
Sonic	2017	2017	Orion - March 14, 2017	Orion - August 2, 2017			
			Ramos - March 7, 2017	Ramos - August 2, 2017			
	2018	2018	Ramos - March 2, 2017	Ramos - August 2, 2017			

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Acadia	2017	2017	February 23, 2017	July 17, 2017		
	Canyon			February 27, 2017	July 27, 2017		
	Sierra LD			Fort Wayne - February 15, 2017 Silao - January 19, 2017	Fort Wayne - July 7, 2017 Silao - July 22, 2017		
	Sierra HD			Flint - February 2, 2017 Fort Wayne - February 15, 2017	Flint - July 28, 2017 Fort Wayne - July 7, 2017		
Holden	Equinox	2018	2018	Ramos - June 1, 2017	Ramos - March 19, 2018		

Involved Region or Country	North America, Europe, GM Korea Company, China, Thailand, Middle East, Israel, Egypt, Guatemala, Colombia, Brazil, Peru, Chile, Africa, Australia/New Zealand
Additional Options (RPOs)	Equipped with Infotainment system RPO IOA or IOB
Condition	Some customers may comment that the vehicle exhibits a bright radio display when shifted to Reverse, which may persist after shifting out of Reverse.
Cause	The cause of the condition may be calibration and software anomalies.
Correction	Reprogram the A11 radio software (USB) and calibrations (SPS). Refer to <i>Radio and Programming and Setup</i> in SI.

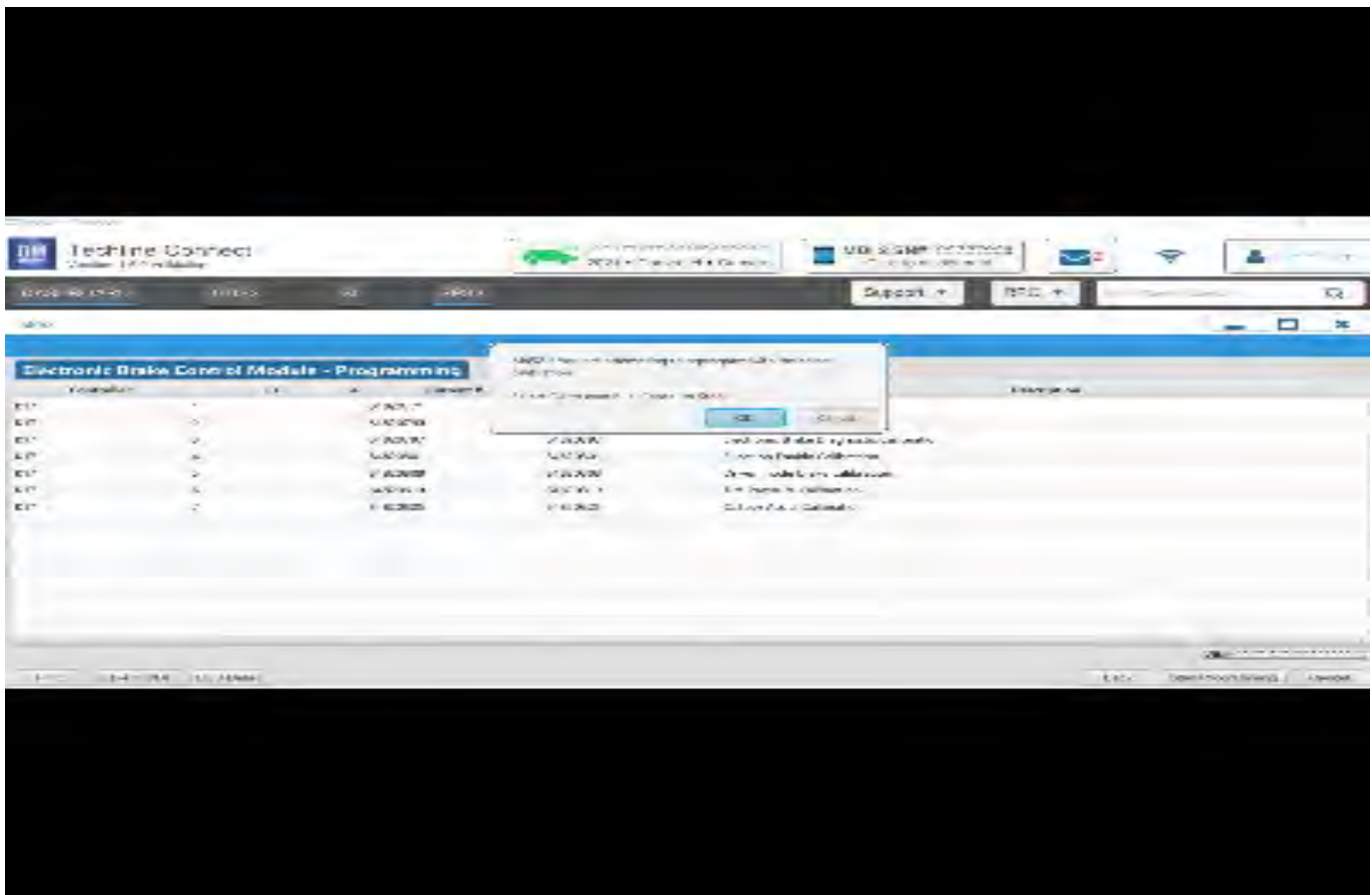
Service Procedure

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.

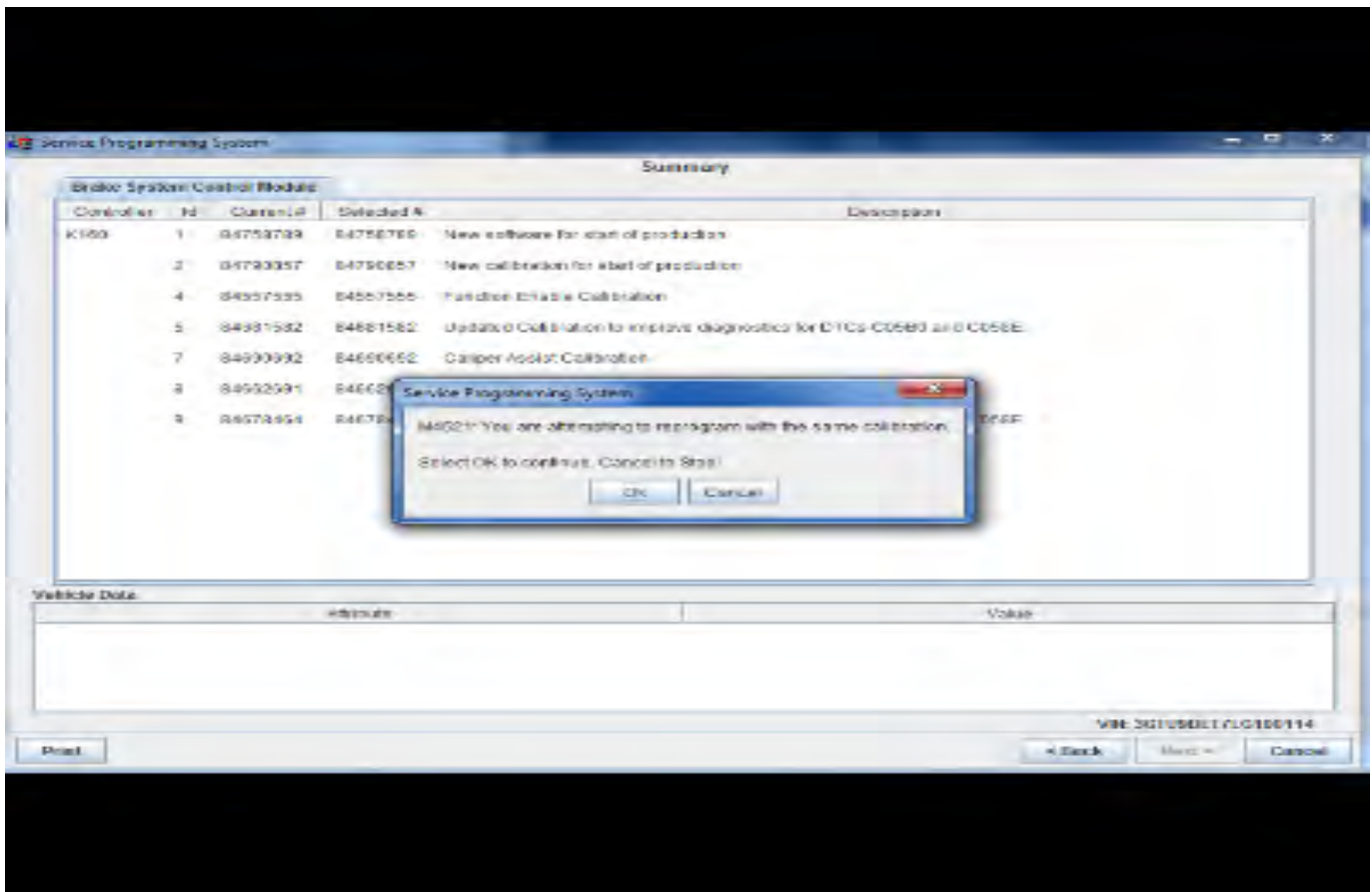
Note: Carefully read and follow the instructions below:

- 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 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



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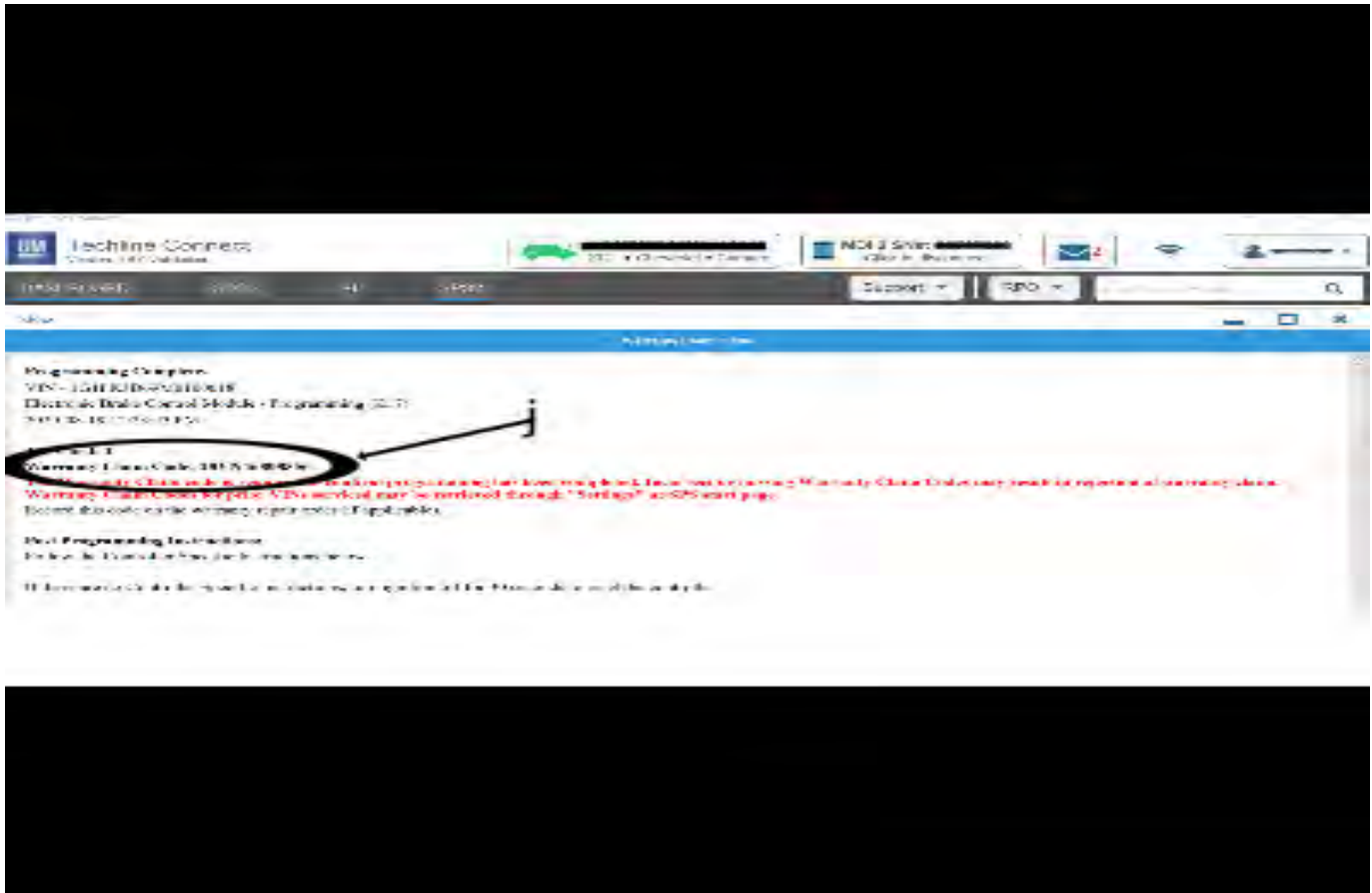
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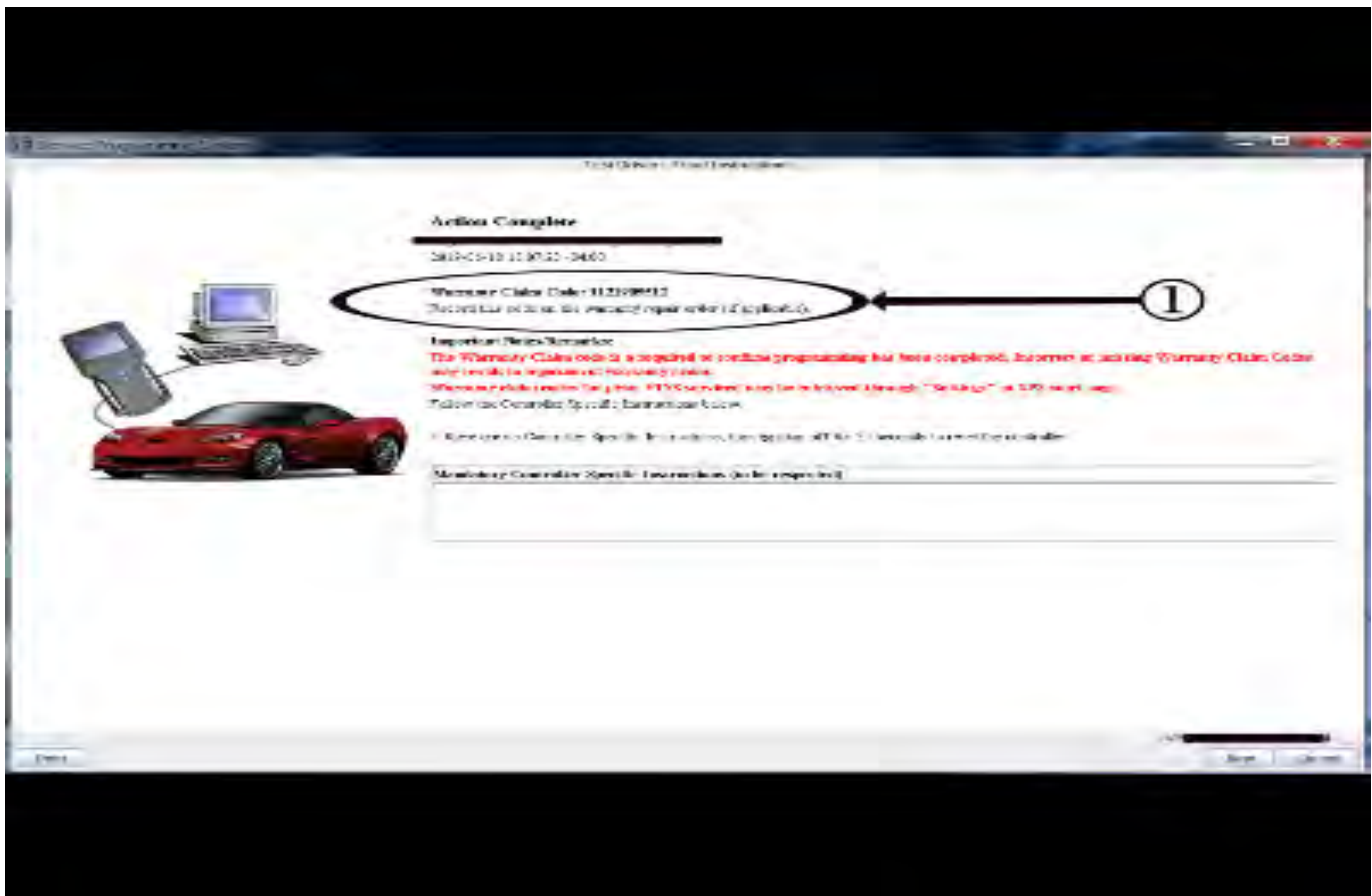
Important: Techline Connect and TIS2WEB screens shown above.

Important: If the Same Calibration/Software Warning is noted on the TLC or SPS Summary screen, select OK and follow on-screen instructions. The system will generate a warranty claim code (WCC) for documentation purposes only. Perform service information (SI) diagnostics to determine the cause of the condition. Use the applicable labor operation code when submitting a warranty claim. Do NOT use the WCC with the warranty claim submission.

Important: When programming a module in GM's new Vehicle Intelligence Platform, or VIP, the power mode (ignition) needs to be off or errors may occur. This involves the 2020 Chevrolet Corvette, Cadillac CT5 and CT4, as well as the upcoming full-size Chevrolet, GMC, Cadillac SUVs and Buick Envision. Serial Data Message Authentication also needs to have the ignition off.

1. Reprogram the A11 radio software (USB) and calibrations (SPS). Refer to *Radio and Programming and Setup* in SI.





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Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

2. 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
2881998*	Radio Reprogramming with SPS	0.6 hr

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

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

- The SPS Warranty Claim Code must be accurately entered in the "SPS 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 "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

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 October 29, 2018 October 27, 2020 – Added the 2018 Chevrolet Cruze, updated the Involved Region or Country section and programming process in Service Procedure and added Warranty Claim Code information to Warranty Information.

