



Service Bulletin

Bulletin No.: 20-NA-011

Date: October, 2020

TECHNICAL

Subject: Voice Recognition Launches or Radio Station Changes to an Adjacent Favorite Without Any Button Press

Brand:	Model:	Model Year:		Build Date:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Camaro	2020	2020	SOP	June 9, 2020	—	—
	Malibu			SOP	June 9, 2020		
GMC	Acadia			SOP	December 5, 2019		

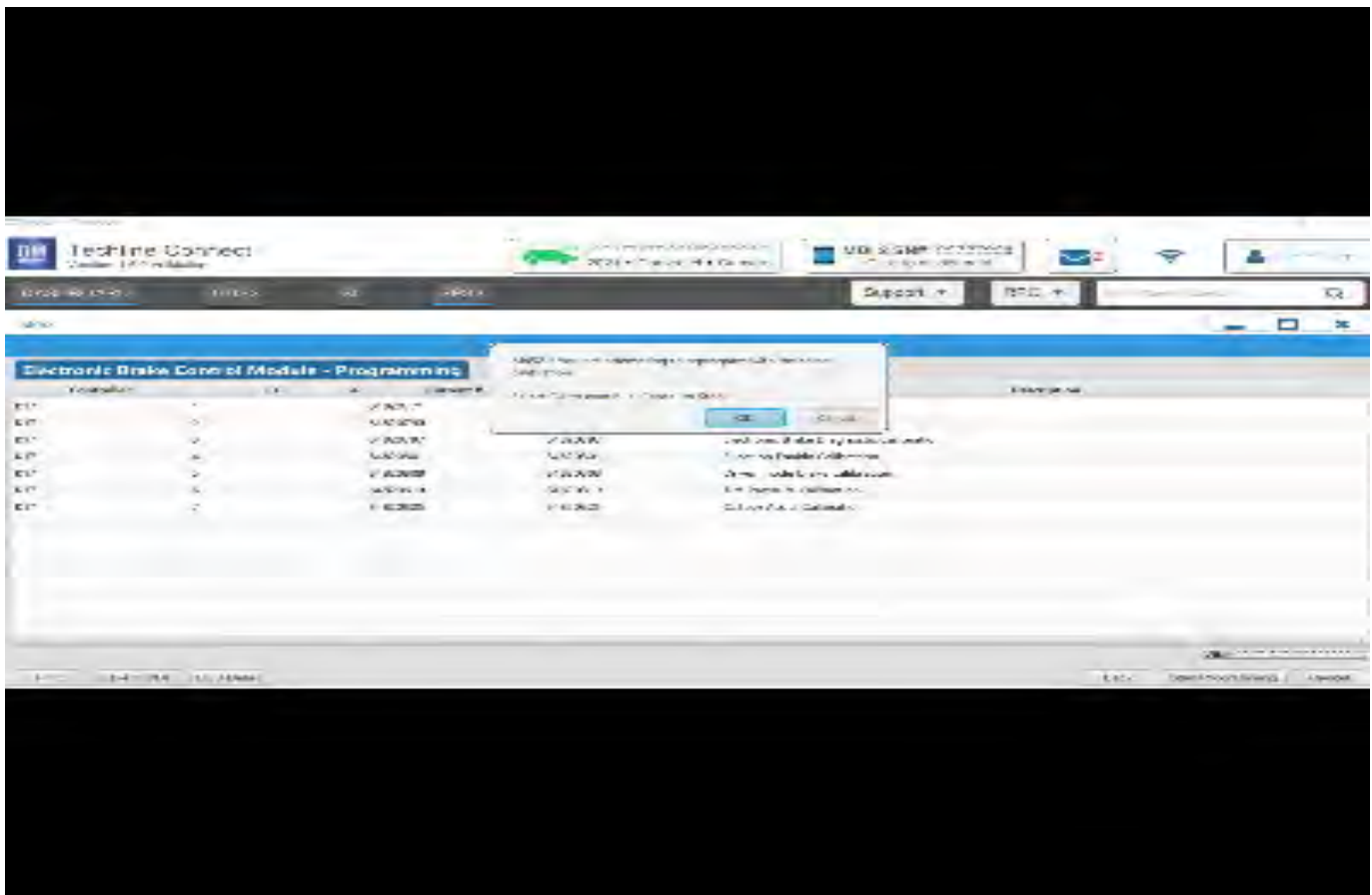
Involved Region or Country	North America, Middle East, Israel, Palestine, Brazil, Chile, Colombia, Paraguay, Peru, Uruguay, Japan, Thailand
Additional Options (RPOs)	Equipped with Instrument Cluster (UHS)
Condition	Some customers may comment that the Voice Recognition (VR) launches, asking what the driver would like to do, or the radio changes to an adjacent Favorite preset without the driver pressing any steering wheel control or radio button.
Cause	The cause of the condition may be a missing software package in the Instrument Cluster.
Correction	Reprogram the Instrument Panel Cluster software via USB.

Service Procedure

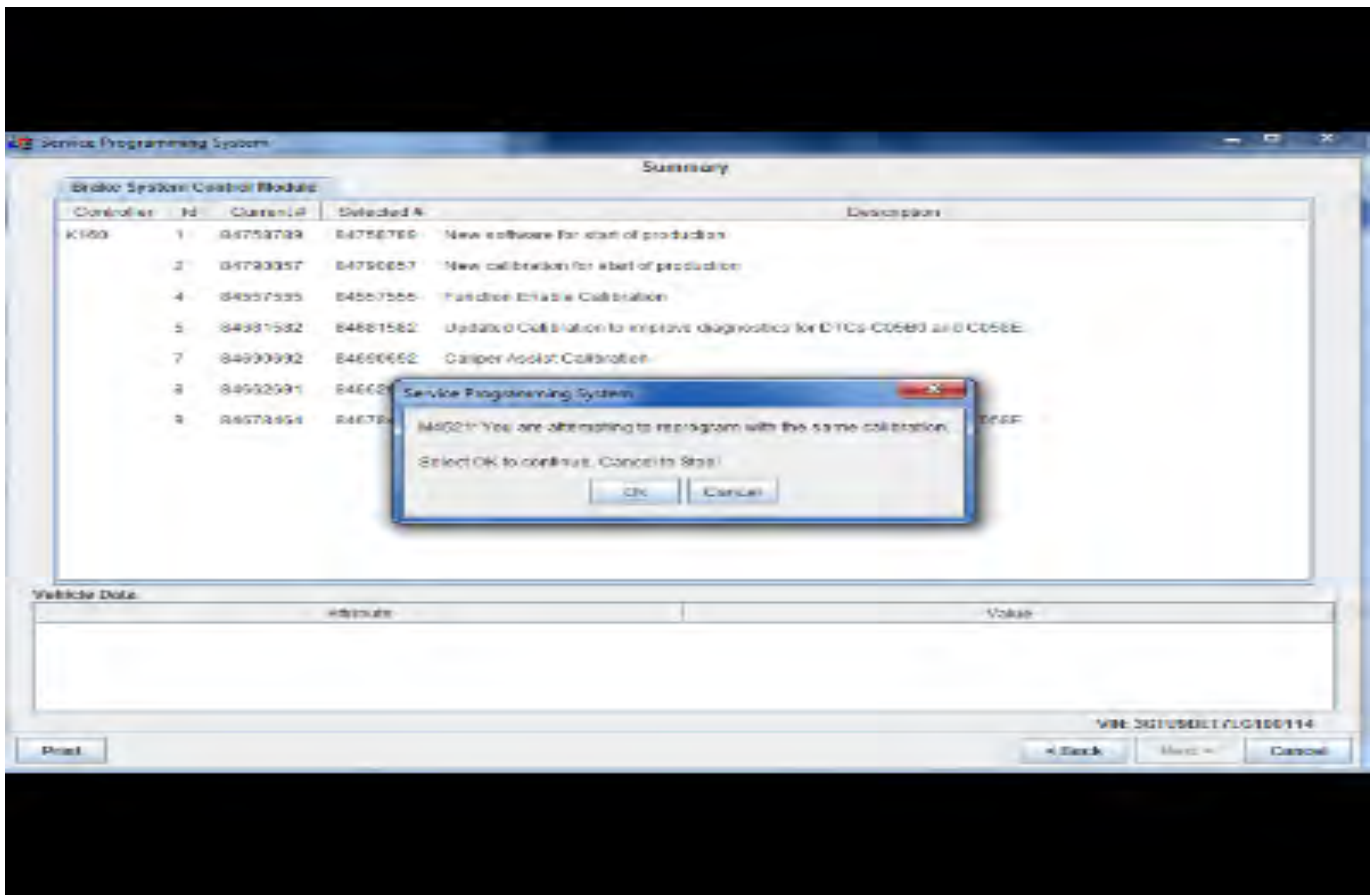
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

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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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.

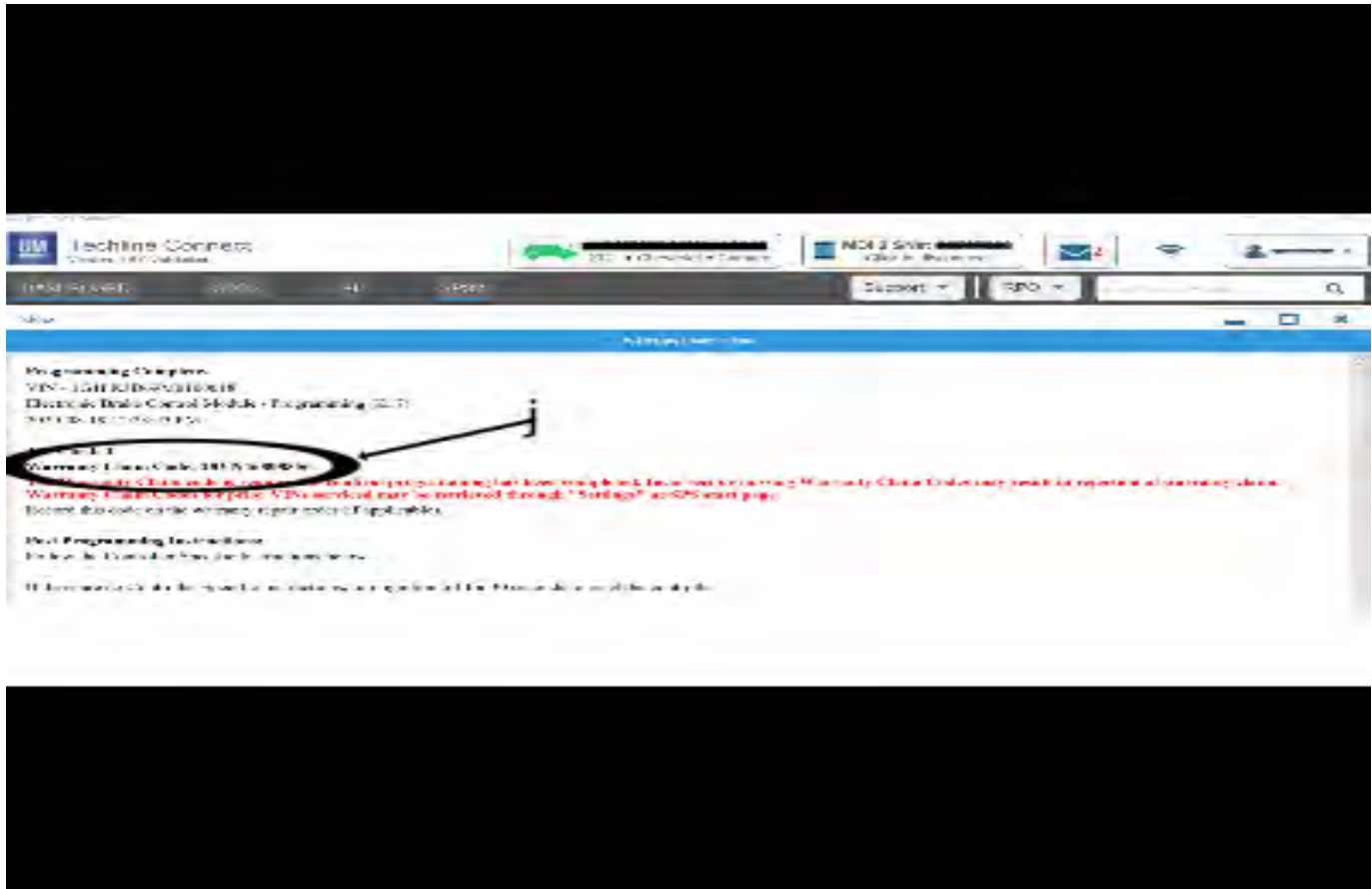
Tip: Remove any customer installed USB devices from the USB ports before inserting the USB drive containing the software.

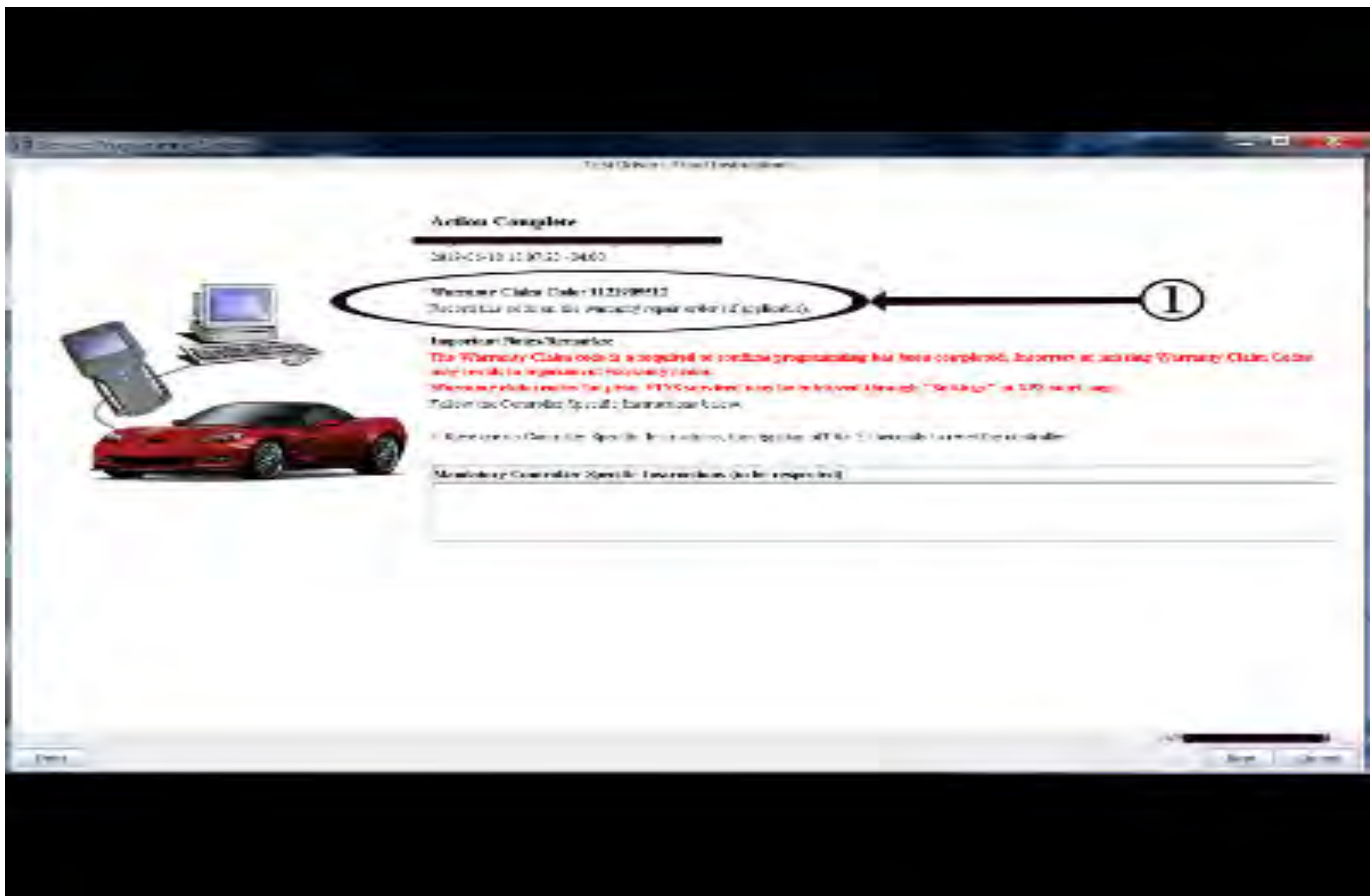
1. Reprogram the Instrument Cluster. Refer to *P16 Instrument Cluster: Programming and Setup* in SI.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.

3. On the SPS Supported Controllers screen, select P16 Instrument Cluster – Setup and Configuration and follow the on-screen instructions.
 - The USB File Transfer procedure requires the use of a USB memory stick. The radio must be on during this procedure. The USB File Transfer procedure is not required for vehicles with UDC.
 - Software currently loaded on the USB Drive will be verified and if files are incorrect they will be deleted and correct files will be loaded. If files residing on the USB Drive are correct for the vehicle being serviced, the Techline terminal will not delete those files and allow the drive to be re-used.
 - The USB File Transfer procedure is normally performed with the Ignition ON/Vehicle in Service Mode. If USB File Transfer fails in Ignition ON/Vehicle in Service Mode, attempt USB File Transfer again with the engine running.

Note: Setup and Configuration is not required for this field action programming event.

4. On the SPS Supported Controllers screen, select P16 Instrument Cluster – USB File Transfer and follow the on-screen instructions.
5. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.





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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.

Note: In rare occurrences, (depending on the current instrument cluster software level) this programming event may fail the first attempt. If the first programming attempt fails, attempt to program again as the second attempt should be successful. If programming fails a second attempt, then contact the Techline Customer Support Center.

6. 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
2886638*	Instrument Cluster Reprogramming with SPS/USB for Unwanted VR or Favorites Changing	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	5
Modified	Released January 29, 2020 February 26, 2020 – Added the 2020 Chevrolet Malibu and updated the Involved Region or Country section. April 6, 2020 – Added the 2020 Chevrolet Camaro, updated the Involved Region or Country section and added an Important statement below each graphic in programming template. July 17, 2020 – Added Build Date information for the Camaro and Malibu models and updated the Labor Time in the Warranty Information section. October 16, 2020 – Updated Service Procedure Programming information and the Labor Time in the Warranty Information section.

