

Service Bulletin

TECHNICAL

Subject: Radio Software Version 34.9.2 and 46.1.6

Brand:	Model:	Model Year:		Breakpoint:		Engino	Trenemiesien
		from	to	from	to	Engine.	1141151111551011.
Chevrolet	Bolt EV	2019	2020	SOP	Built Prior to February 5, 2020	All	All

Involved Region or Country	North America, Middle East, Brazil, GM Korea Company
Additional Options (RPOs)	Equipped with BYOM2+ Radio (RPO IOB)
	Some customers may comment on software issues. A continuous improvement software update is being released with updates made on the following areas: Display, Audio, Android Auto, Energy Assist, and other general system improvements. Improvements vary by model year and they include:
	Model Year 2019: (software version 34.9.2)
	- Radio screen black/freezes after boot up.
	 No radio audio for key cycle.
Condition	 No radio audio when using Android Auto.
	 Energy Assist connection terminates.
	Model Year 2020: (software version 46.1.6)
	 Radio low power mode wakes up when using steering wheel audio controls.
	 Favorites selection resets to top of list.
	 Camera icon not functioning when in Drive and Park when on a Bluetooth call.
	 Energy Assist connection terminates.
Cause	The cause of the condition may be software anomalies.
Correction	A new radio software update is being released for vehicles built prior to February 5, 2020 and equipped with Infotainment system RPO IOB, to provide general robustness and stability enhancements.

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 <u>www.gmdesolutions.com</u> 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.
- 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.

Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.

Tech	red.		0			to the second
	Inc Connect		27	TONENG ALL AND A LINE	Conner Veria	• 8 •
	146.5	14 (MEA)			Separat +	4'B +
			Contraction of the second s	10 m 2 m		
CIPE SLOWING	к. тл.	J		- Disprod 2 oc it molyt		
2924	et			for a diversity of some	*****	.*.
	1					
a Statutes 1	In So Carlos Marcana A	Latin Take	d Marriel Control of States of Plant	. Volimia		(Asabaut)
the p	· / 2007-0 1					
10111-102	1982					
						57
						- 1
Tesh	Ine Connect			VD S SHO		-
	Gillion .			Secont +	1070 4	Contraction of the local division of the loc
Care (S. A.				Secondaria (
						100.000.000
e 14-34		Programming			Freezen	
C (5-2)		1 N.N.T	A REAL PROPERTY AND A REAL PROPERTY.	Contract ()	1000 NO 1000 - 0	
to an 1923 To dest		and the second se	2336	THE REAL PROPERTY AND		
to un 1520		2.6378		And and a state of the state of		
to an US 21		2 6.5 W 2 6.5 W 2 6.5 W	2 3 A A			
tona (Nico		6.000 7.605 6.000 7.6000 6.000 7.6000	2733-328 2733-328 275-35 275-35			
1 - 10 - 20		PROFE PROFE PROFE PROFE PROFE	2007/06 2007/07 2007/07 2007/07			
t an 15-21		PROM PROM PROM PROM PROM PROM	Valentika Prima ARDA Na Schultz Villa Sector			
t on 15-21			40030 600300 54000 910500			
t na 1942		A ADAN A ADAN A ADAN A ADAN A ADAN A ADAN A ADAN A ADAN A ADAN	40030 60030 4000 91030			
te un 15-21		PROM PROM PROM PROM PROM PROM	entrana erita ARR ancian y erita ARR			

				Summary		
-		20 annual of	COLORIN (Provident 1	
CHE STAT	1	64753733	DATESTED	and the second second	Examples :	
	2	04780357	D1710557	the second second second second		
	4	040070111	0455/555			
		04931932	84681562		the second s	
	2	84999992	64686662	and the second		
	100	64952591	BALLER Sandra Programmer	and Suttern	(Jac. 100)	
		A#573454	14776 HUTCHE 100 - 100		and the second second	
			L	The State I have a		
the Dates						
Cre proce			Return		Vokye	
					1/10 -	

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 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 Information section of this bulletin. **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 radio. Refer to *A11 Radio: Programming and Setup* in SI.

5431207







Note: The screenshots above are 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 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 SPS Warranty Claim Code on job card for warranty transaction submission.

Note: use a USB 2.0 flash drive with a minimum capacity of 4 GB.

Update Procedure Using TIS2WEB (USB Download)

- 1. Reprogram the radio through USB update. Refer to *A11 Radio: Programming and Setup* in SI and download the files needed to a USB drive using TIS2WEB.
- Insert the USB stick into the USB receptacle in the vehicle and follow the on-screen instructions. Model Year 2019:



Model Year 2020:





3. After the update has completed successfully, the radio will restart and show the following screen.



Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

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

4. Record the SPS Warranty Claim Code on the job card for warranty transaction submission.

Parts Information

No parts are required for this repair.

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.

		5612563
Labor Operation	Description	Labor Time
2887208*	Radio Reprogramming with SPS for version 34.9.2 and 46.1.6	0.3 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.

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 TIS on the computer used to program the vehicle.
- 2. Select and start SPS.
- 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	1
Modified	Released March 31, 2021

GM bulletins are intended for use by professional technicians, NOT a "<u>do-it-yourselfer</u>". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, <u>DO NOT</u> assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION