TECHNICAL

Subject: Radio Software Version 34.9.2 and 46.1.6

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
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)
Condition	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. – 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.
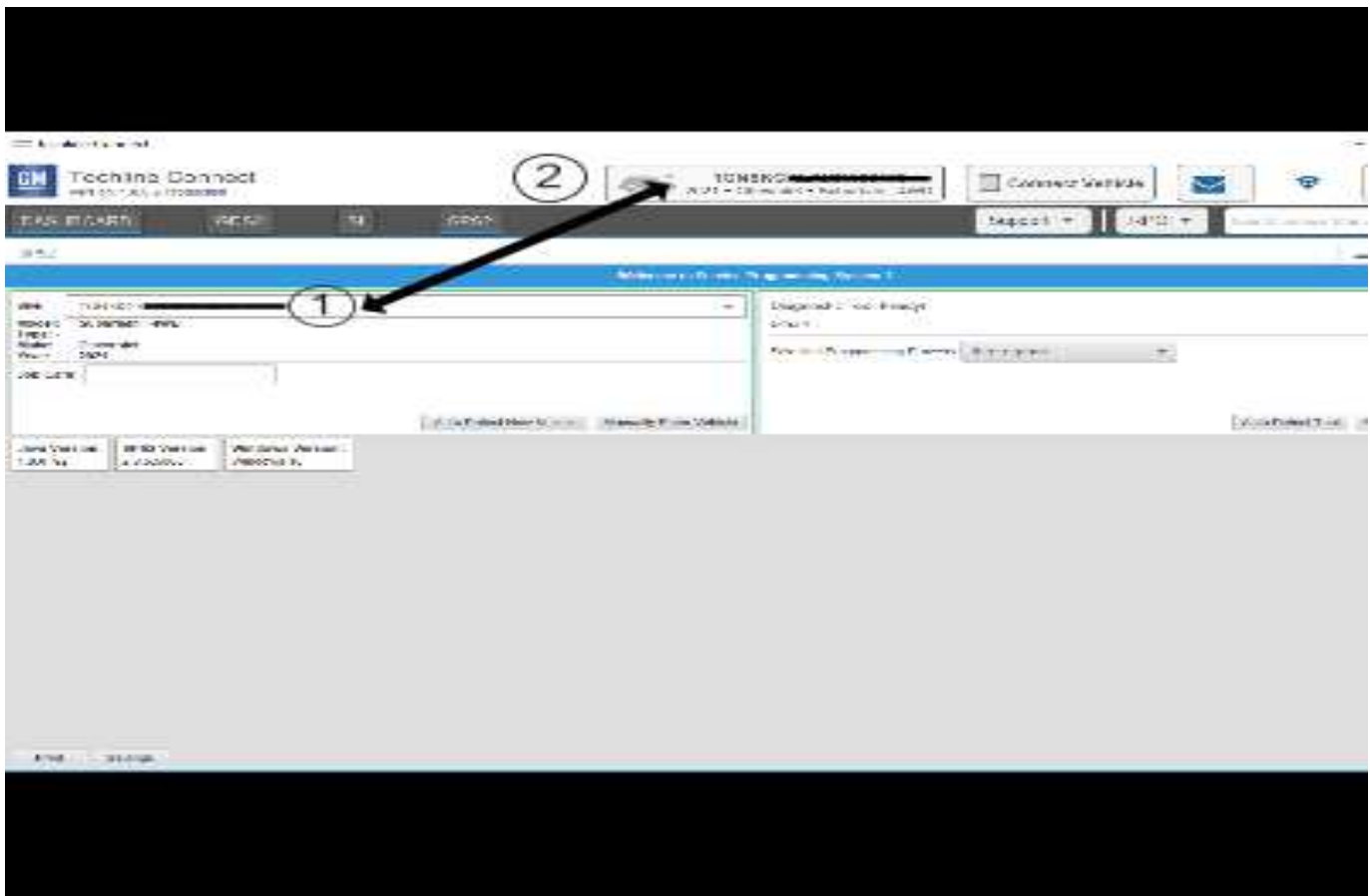
Note: Carefully read and follow the instructions below.

• 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 www.gmdesolutions.com for
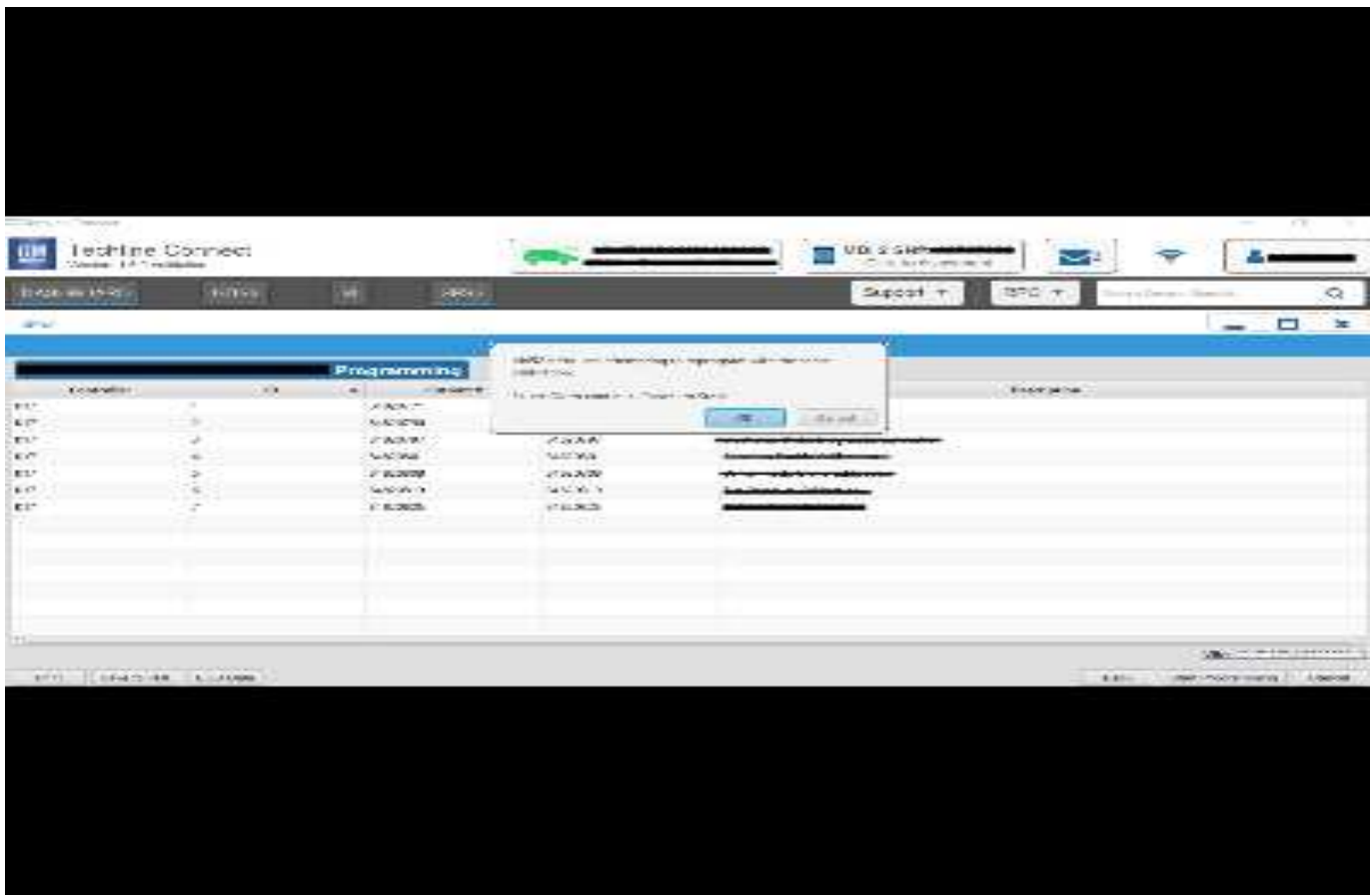
further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

• 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.

• 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.
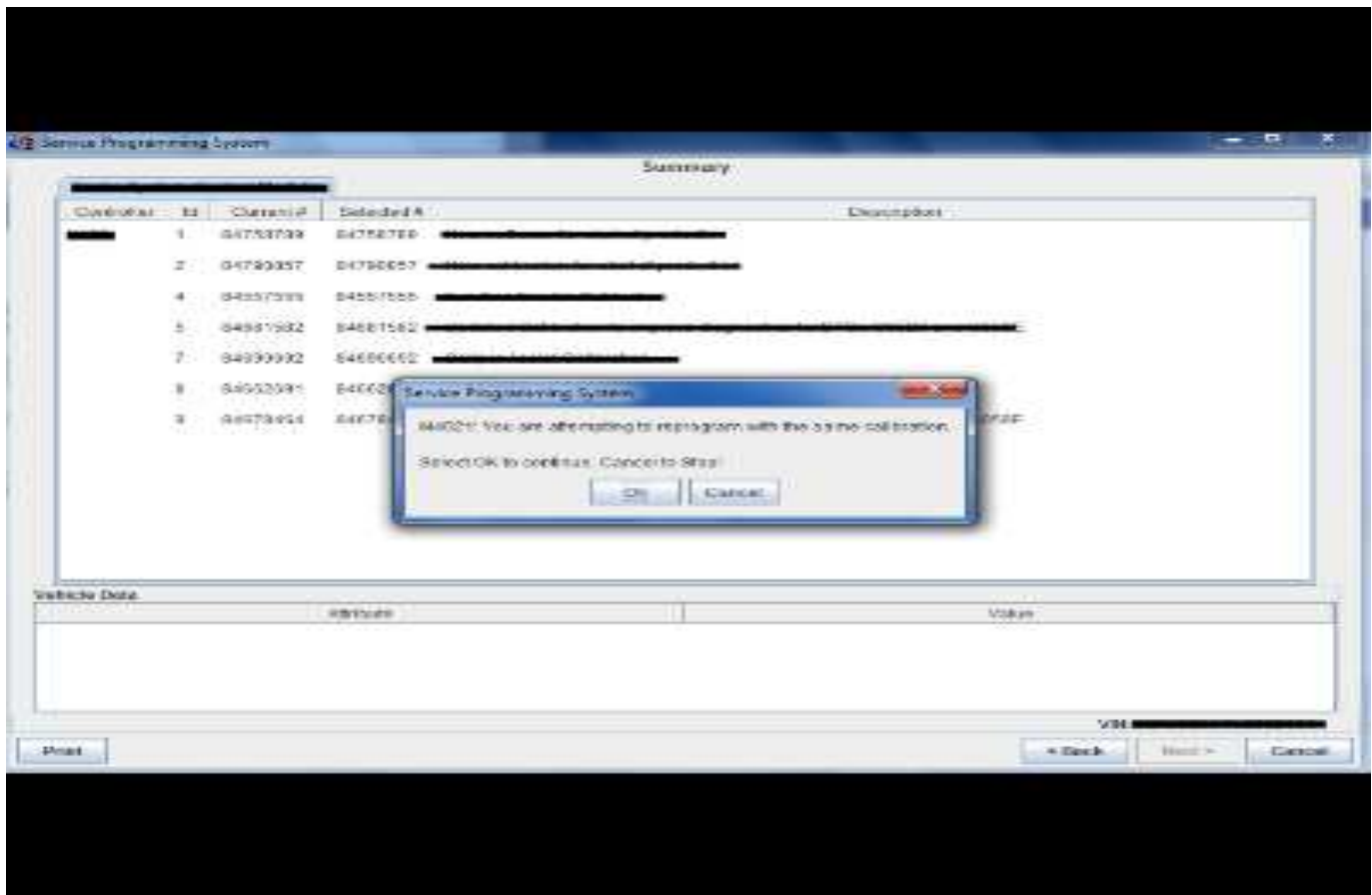
Caution: Be sure the VIN selected in the drop down menu (1) is the same as the vehicle connected (2) before beginning programming.
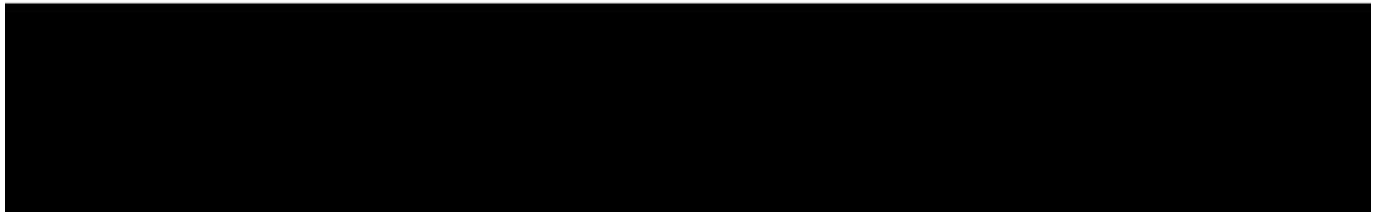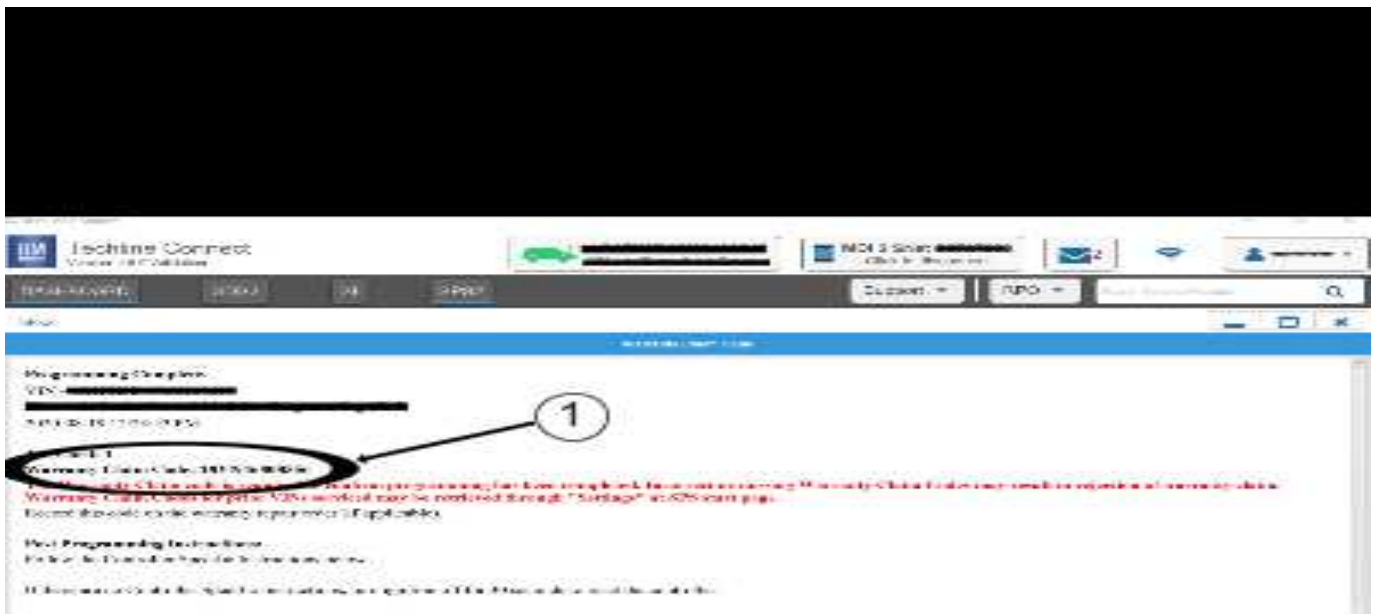
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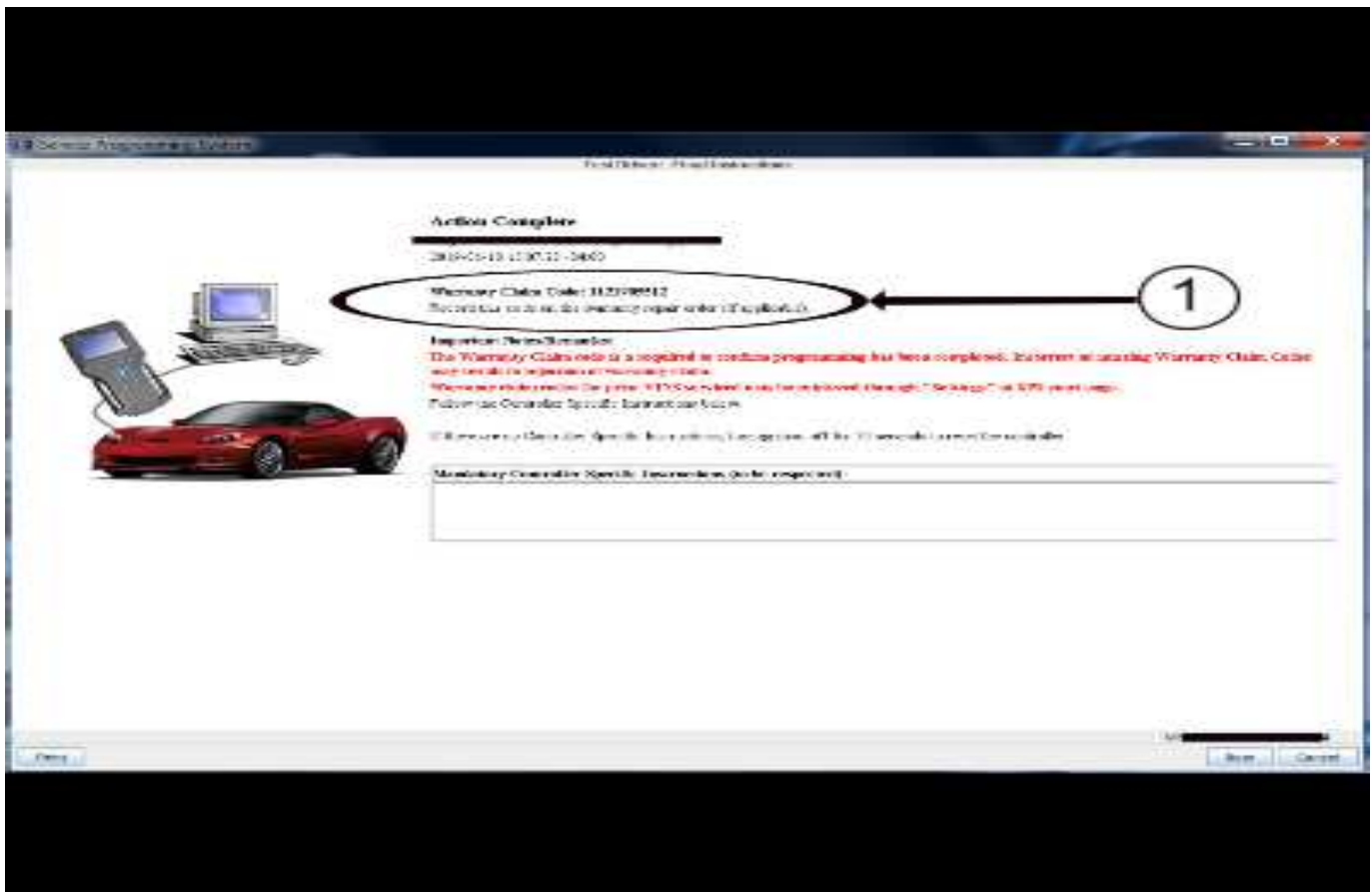**Important:** Techline Connect and TIS2WEB screens shown above.

Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, select OK and follow 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.

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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.

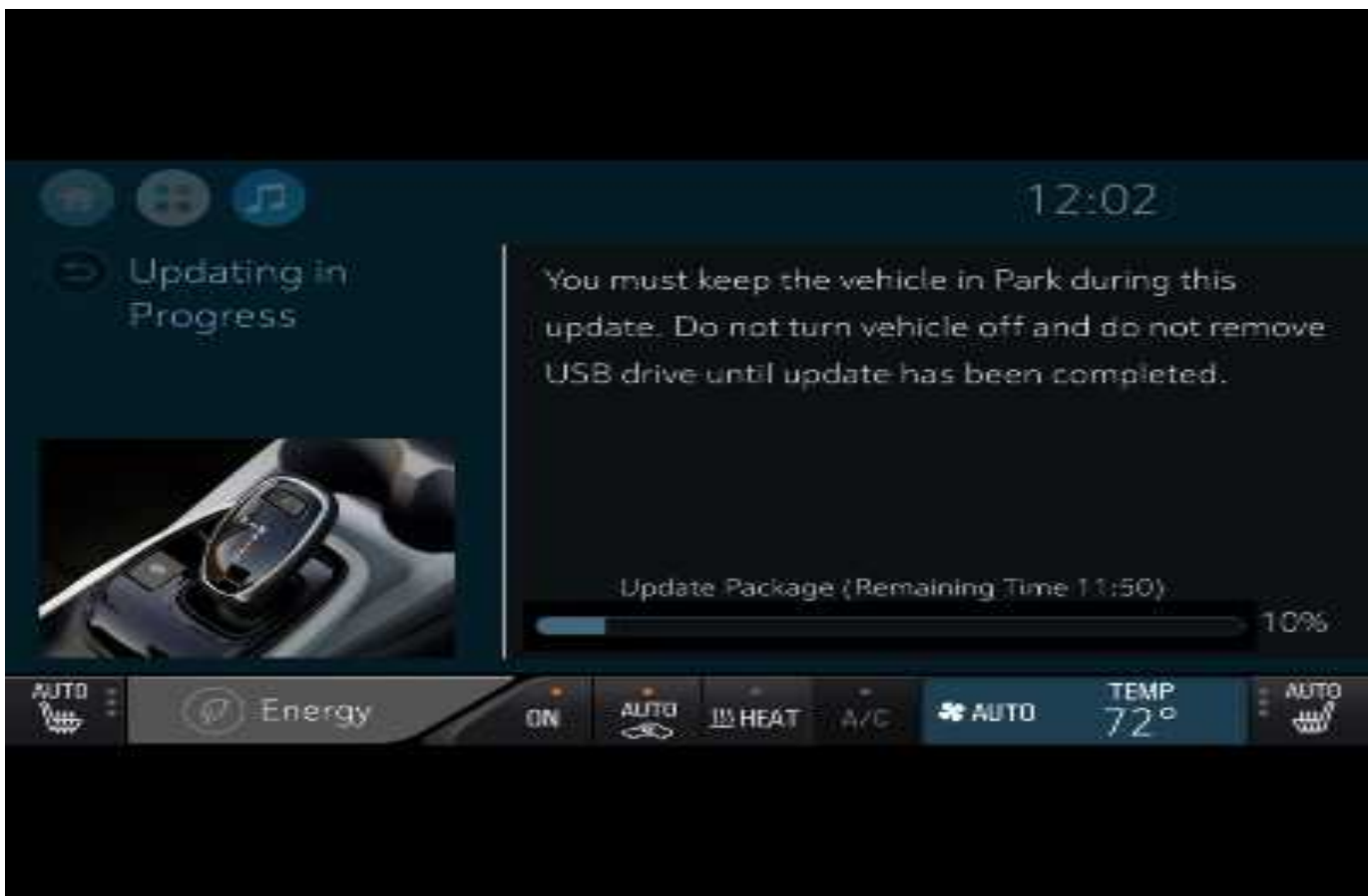## Update Procedure Using TIS2WEB (USB Download)

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.

2. Insert the USB stick into the USB receptacle in the vehicle and follow the on-screen instructions.

   Model Year 2019:
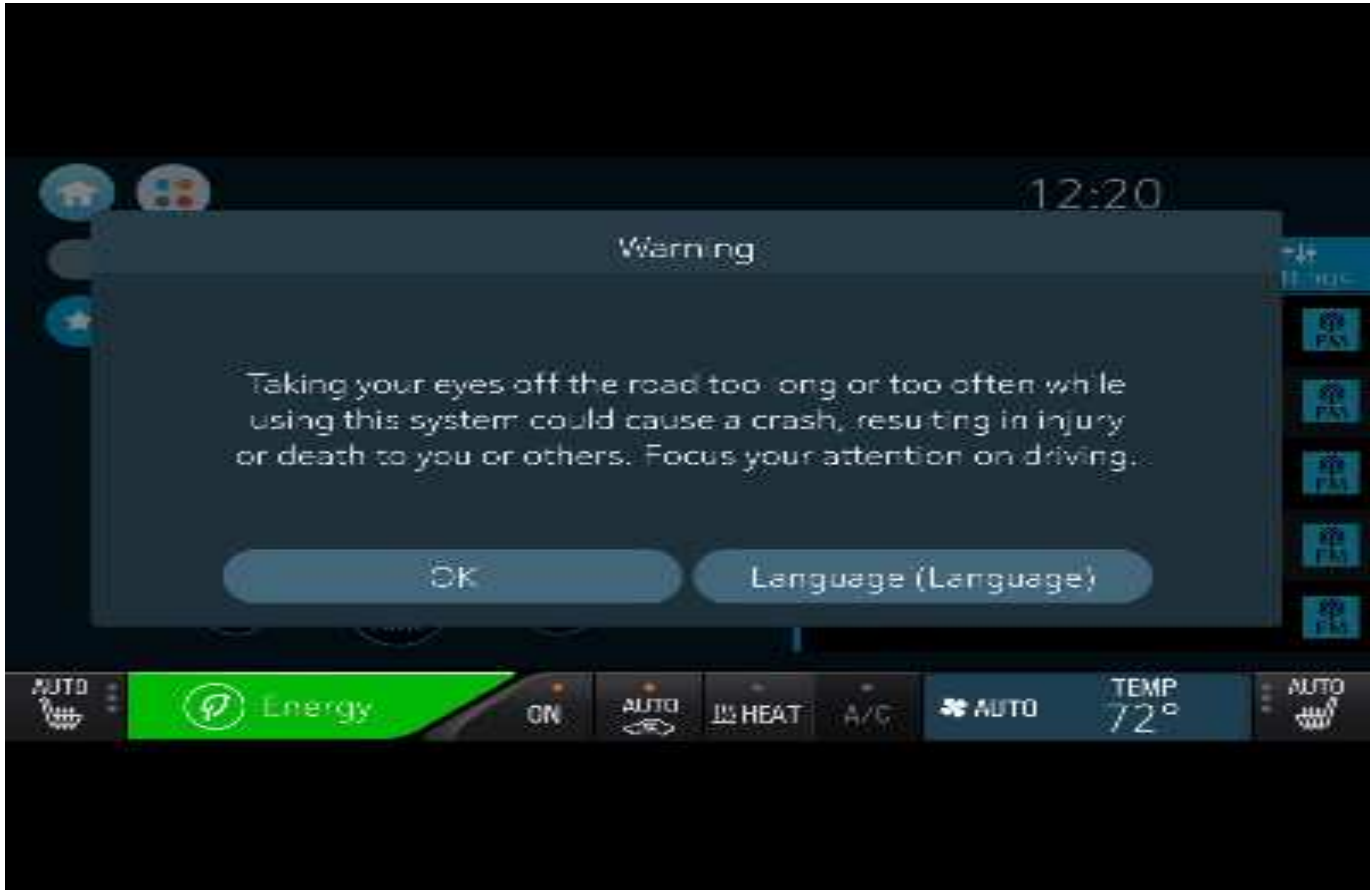

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Model Year 2020:

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

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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.

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

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