

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5541
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 12, 2020

Subject: N202309750 - Service Update
Radio Changing Station Tuning

Models: 2020 Chevrolet Malibu
2020 GMC Acadia
Equipped with 8" Diagonal Multi-Color Driver Information Center
(RPO UHS)

To: All General Motors Dealers

General Motors is releasing Service Update N202309750 today. The total number of U.S. vehicles involved is approximately 10,715. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 13, 2020 or sooner. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N202309750 Radio Changing Station Tuning



Release Date: October 2020

Revision: 00

Attention: This service update involves vehicles in dealer inventory only and will expire October 31, 2021.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Malibu	2020	2020	UHS	8" Diagonal Multi-Color Driver Information Center
GMC	Acadia				

This service update should be performed on vehicles in dealer inventory only. Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2020 model year Chevrolet Malibu and GMC Acadia vehicles, equipped with an 8" Diagonal Multi-Color Driver Information Center, (RPO UHS), may change radio stations without customer input.
Correction	Dealers will reprogram the instrument panel cluster (IPC) with SPS and USB.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105253*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105254*	Instrument Cluster Reprogramming with SPS and USB	0.6		

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

- The Warranty Claim Code must be accurately entered in the "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 "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 Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

- Open TLC/TIS on the computer used to program the vehicle.
- Select and start SPS/SPS2.
- Select Settings.
- 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.

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 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.

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- 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.

Electronic Brake Control Module - Programming

Controller	ID	Current #	Description
K17	1	84820771	
K17	2	84820790	
K17	3	84820797	Electronic Brake Diagnostic Calibration
K17	4	84820801	Function Enable Calibration
K17	5	84820808	Driver mode brake calibration
K17	6	84820819	Tire Pressure Calibration
K17	7	84820825	Caliper Assist Calibration

Warning Dialog:
M4521: You are attempting to reprogram with the same calibration.
Select OK to continue, Cancel to Stop!

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Brake System Control Module Summary

Controller	Id	Current #	Selected #	Description
K160	1	84758789	84758789	New software for start of production
	2	84790857	84790857	New calibration for start of production
	4	84557555	84557555	Function Enable Calibration
	5	84681582	84681582	Updated Calibration to improve diagnostics for DTCs C05B0 and C058E.
	7	84690692	84690692	Caliper Assist Calibration
	8	84662691	84662691	
	9	84678464	84678464	

Warning Dialog:
Service Programming System
M4521: You are attempting to reprogram with the same calibration.
Select OK to continue, Cancel to Stop!

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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

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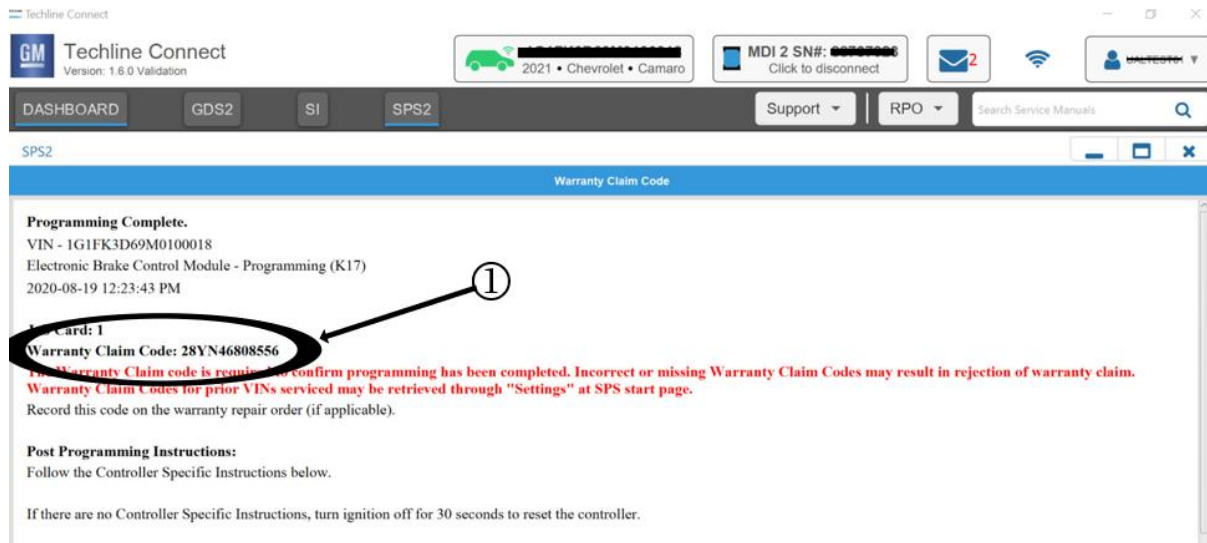


System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

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.

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

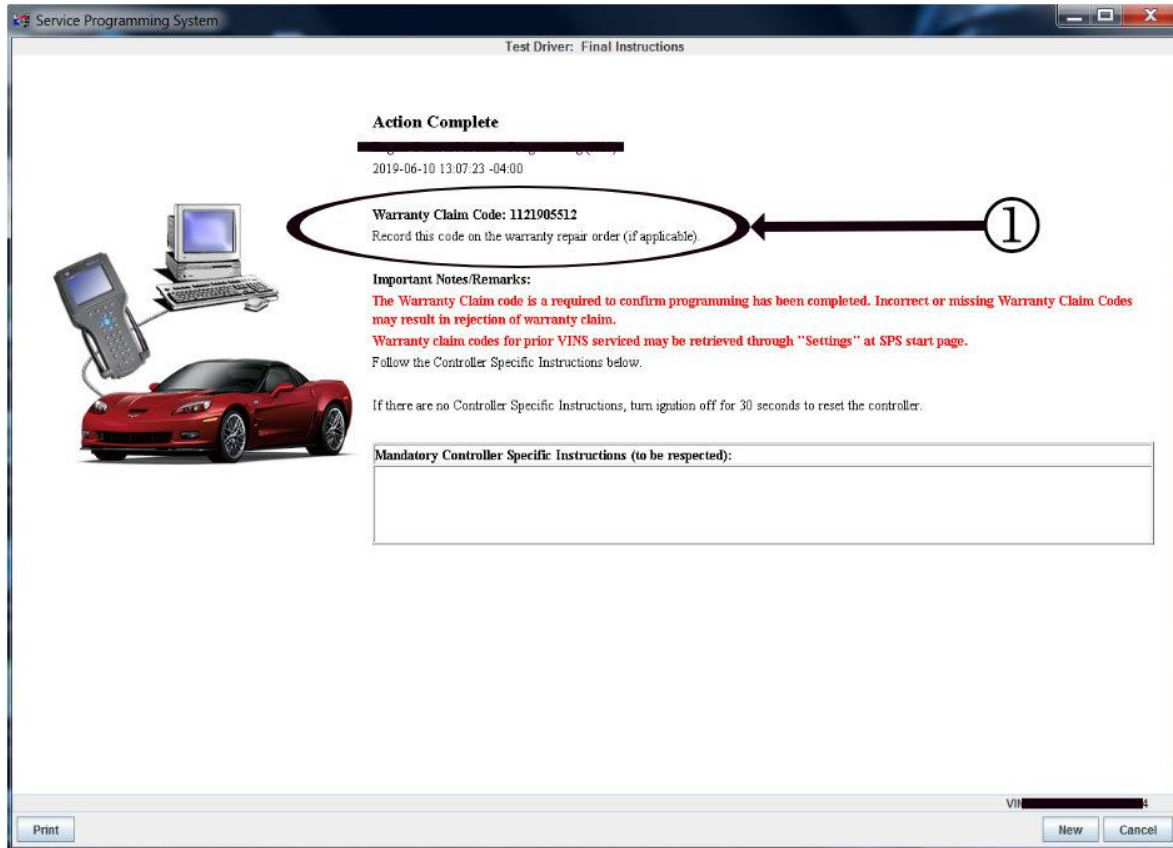
1. Access the Service Programming System (SPS) and follow the on-screen instructions.
 2. On the SPS Supported Controllers screen, select P16 Instrument Cluster – Programming and follow the on-screen instructions.
 - The USB File Transfer procedure requires the use of a USB memory stick. The radio must 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.
3. On the SPS Supported Controllers screen, select P16 Instrument Cluster – USB File Transfer and follow the on-screen instructions.
 4. 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 Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the 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.

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

Dealer Responsibility

Dealers must take the steps necessary to ensure that the service update correction has been made to all involved vehicles in dealer inventory before selling or dealer-trading the vehicle, but no later than October 31, 2021.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin **must** be held and inspected/repaired per the service procedure of this bulletin **before** customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". 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 tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, **DO NOT** assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.



**We Support
Voluntary Technician
Certification**