

2021 Corvette: Service Bulletin: #20-NA-221: Unable to Access Apps and Remote Personalization Features in the Radio - (Jun 3, 2021)

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Subject: Unable to Access Apps and Remote Personalization Features in the Radio

This bulletin replaces PIT5793A. Please discard all previous copies of PIT5793A.

Brand:	Model:	Model Year:		Breakpoint Dates:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Corvette (Middle East)	2021	2021	SOP	Built prior to May 19, 2021	—	—
	Silverado 1500	2021	2021		Silao December 11, 2020		
GMC	Sierra 1500	2021	2021		Fort Wayne February 13, 2021		

Involved Region or Country

United States, Canada, Middle East

Additional Options (RPOs)

Equipped with Infotainment system IOS, IOU or IOT

Condition

Some customers may comment of any or all of the following symptoms:

- Unable to accept Terms and Conditions.
- Unable to access AppShop or install apps in the radio.
- Information within the OnStar app on the radio could be missing or incorrect.

- Unable to create or log into User Profiles.
- Connected Navigation (live traffic, etc.) is not functioning (base navigation functions correctly).
- Unable to install apps through myChevrolet/myGMC mobile apps.
- Radio is unable to connect, or drops connection, with external WIFI connection.

Cause

The cause of the condition may be a calibration anomaly.

Correction

Reprogram the A11 radio calibrations.

Service Procedure

Diagnostic Aids:

If any symptom persists after completing the radio calibration update, it is possible that the customer still needs to accept Terms and Conditions (T&Cs), and/or that their password for OnStar may have expired.

1. Verification of the calibration being installed can be confirmed by:
 1. logging into the Guest Profile and successfully installing an app in the radio.
 2. confirm that the OnStar accounts tab now shows accurate data.
2. Contact OnStar to confirm connectivity with the vehicle and that OnStar T&Cs have been accepted by the customer.
3. Inquire with the customer to ensure their OnStar, Owner Center, or myBrand password has not expired. If the customer can log into their my.chevrolet.com or my.gmc.com account, this confirms their password is not expired.

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.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Please verify that the radio time and date are set correctly before inserting the USB drive into the 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.

Version

3

Modified

Released December 14, 2020

February 22, 2021 – Updated Breakpoint Dates and added Diagnostic Tips to Service Procedure section.

June 03, 2021 – Added the Chevrolet Corvette (Middle East only) model and updated the programming procedure in the Service Procedure section.

Online URL: <https://www.corvetteactioncenter.com/tech/knowledgebase/article/2021-corvette-service-bulletin-20-na-221-unable-to-access-apps-and-remote-personalization-features-in-the-radio-jun-3-2021-1514.html>