

# 2021 Corvette: Service Update: #N212332820: Service Update - Unable to Access Apps - (Jun 9, 2021)

## #N212332820: Service Update - Unable to Access Apps - (Jun 9, 2021)

**Subject:** N212332820 — Unable to Access Apps

**Models:** 2021 Cadillac XT4

2021 Chevrolet Corvette

2021 Chevrolet Silverado 1500

2021 GMC Sierra 1500

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**Release Date:** June 2021

**Revision:** 00

### **Attention:**

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

| <b>Make</b> | <b>Model</b> | <b>Model Year</b> | <b>RPO</b> | <b>Description</b>     |
|-------------|--------------|-------------------|------------|------------------------|
|             |              | <b>From</b>       | <b>To</b>  |                        |
| Cadillac    | XT4          | 2021              | 2021       | IOS or IOT Radio – Inf |

|           |             |             |
|-----------|-------------|-------------|
| Chevrolet | Corvette    | ainment     |
| Chevrolet | Silverado   | System,     |
|           | 1500        | Enhanced    |
| GMC       | Sierra 1500 | Connectivit |
|           |             | y           |

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 2021 model year Cadillac XT4, Chevrolet Corvette, Chevrolet Silverado 1500 and GMC Sierra 1500 vehicles may not be able to access Apps. A most notable improvement list this software update may correct is located at the end of this bulletin for conditions or concerns a customer may experience.

***Correction***

Dealers will reprogram the radio.

***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:
  - a. logging into the Guest Profile and successfully installing an app in the radio.

2. b. confirm that the OnStar accounts tab now shows accurate data.
2. 2. Contact OnStar to confirm connectivity with the vehicle and that OnStar T&Cs have been accepted by the customer.
3. 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.

\*\*\*\*\**MOST NOTABLE IMPROVEMENTS*\*\*\*\*\*

**Important:** : Improvements will vary by model, build configuration, system, and sales region. Not all vehicles have all features.

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).
- Connected Navigation (live traffic, etc.) is not functioning (base navigation functions correctly).
- Radio is unable to connect, or drops connection, with external WIFI connection.

## **Dealer Responsibility**

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the

vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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.

Online URL:

<https://www.corvetteactioncenter.com/tech/knowledgebase/article/2021-corvette-service-update-n212332820-service-update-unable-to-access-apps-jun-9-2021-1519.html>