



Service Bulletin

File in Section: -

Bulletin No.: PI0962E

Date: December, 2014

PRELIMINARY INFORMATION

Subject: Radio Resets, Navigation Inoperative, Map Not Displayed, DVD Will Not Play or Resume, Bluetooth® Inoperable, Radio Lockup, Voice Recognition Cuts Off, USB Source not Returning to Last Song, OnStar® Default Volume Low

Models: 2013-2014 Buick Enclave
2013-2014 Chevrolet Traverse
2014 Chevrolet Captiva
2013-2014 GMC Acadia
Equipped with Radio RPO UHU, UG4, UGU, UGY, UGX, UHW or UHV

Attention: The USB flash drive required for this PI will be shipped to the dealer the week of March 31, 2014 in the DWD box (U.S. dealers) and through regular mail in Canada. This Red USB stick (Part number 23441388) replaces the Green USB stick (Part number 23162853). DISCARD THE GREEN USB STICK.

This PI has been revised to update parts information and add Canadian Parts Request Form.
Please discard PI0962D.

Condition/Concern

Some customers may comment on the following conditions:

Radio Function

- Intermittent radio reset when shifting out of reverse.
- Radio Preset selection does not match audio source.
- Radio resets (radio display screen keeps cycling between the start up screen and the radio screen).

Note: On radio resets, some customers may hear the CD changer mechanism loading and/or a "POP" from the speakers.

Note: This reset cycle is observed to be approximately 30-60 seconds.

- Rear Vision Camera display is dark with a yellow triangle shown on display.

Bluetooth/Connectivity

- iPhone® Bluetooth® Hand-free call audio not available after call answered.
- Radio Lockup after Bluetooth® private call ended (common with iPhone®).
- Bluetooth® Phonebook download and Contact dialing not available with Voice Recognition.
- Phone does not connect or loses connectivity to the vehicle.

Navigation

- Navigation inoperative, map not displayed.
- Voice recognition truncated prompts with radio power Off for Navigation models.
- Route Guidance will not start with OnStar® Destination Download while radio is off.
- Navigation not able to select POI's.
- Navigation traffic icons and flow lines not displayed.
- Time to Destination is not accurate.

USB/Media

- Rear display will not turn on when DVD playing after ignition cycle.
- USB Audio source not returning to the same location after ignition cycle.
- Radio switching to USB source by itself on startup.

Recommendation/Instructions

An updated radio software calibration has been released to address these conditions.

Reprogram the radio following these steps:

Important: This procedure is a USB flash drive programming event. This **IS NOT** a SPS programming event. USB flash drive with label software **P/N 23441388** will be shipped in a zip lock bag to dealers by the GM Aftersales Department.

Note: During programming, the battery voltage **MUST** be maintained within the proper range of 12-15 volts. Connect the Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or an equivalent to the battery.

Note: The radio will be set back to factory defaults after this update has been completed. Please note any custom settings prior to updating.

1. If the radio is continuing to reset, follow these steps to eliminate the resetting loop. If other conditions exist, continue to Step 2.
 - Start vehicle to RUN. Turn on the radio by pushing the volume knob.



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- Change the vehicle language setting to Espanol (Spanish) via the DIC switch bank under the radio (Acadia shown above for reference).



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- Observe that the language has changed on the radio screen and in the DIC. Note: the update will have to be performed in Spanish mode. Refer to the picture above.
 - Verify that the radio clock elapses at least one minute to ensure radio reset no longer occurs. If it does, wait another 1 minute cycle without shutting anything off. The radio, if it resets, will come up again in OFF. The radio should stabilize this time in Spanish.
2. Turn ON the ignition, with the engine OFF and transmission in PARK. Confirm radio software part number is NOT 23441388 using a Diagnostic scan tool (Tech 2 for MY2013 or GDS for MY2014).

Important: Do not proceed further if the radio software part number is 23441388.

3. Insert the USB drive into the radio USB port in the vehicle.

Note: If the USB update is attempted and the radio software is already 23441388, then DTC B124F may be set.

Note: It may take a few minutes for the screen to come on after inserting the USB drive.



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Note: If the following screen above is shown on the screen, the radio already has the latest calibration installed and no further action is required.



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4. When the update info screen comes on, select “ACTUALIZAR.”

Note: If ACTUALIZAR (UPDATE) is not selected within 10 seconds, the screen will disappear and the USB drive will have to be removed and inserted again to start the update process.



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- Once Update has been selected from the display, the screen will show the progress of the update. The navigation software update will take up to 90 minutes to load. The non-navigation software will take up to 30 minutes to load.
- If “Invalid Product Update” message display with “Invalid Manifest(s)” error, the radio software is up to date. No update is required.

5. DO NOT remove the USB drive until the update has been completed. Once the update has been completed, the display will go black for a minute, reset itself and then display the start-up screen. Remove the USB flash drive. Turn the ignition off and then turn back on.

Caution: If the radio will not power up after software update, hold Eject for 5-15 seconds. Once powered up, perform the software update again. If this problem persists, contact TAC for further assistance.

6. To ensure the software update was successful, use a Diagnostic scan tool to confirm the new software part number. If the part number is **23441388**, then the update was successful.
7. When the USB programming event has completed, turn off the ignition for 60 seconds and remove the USB drive.
8. Reset the radio.
9. Re-enter any custom settings recorded prior to the update.

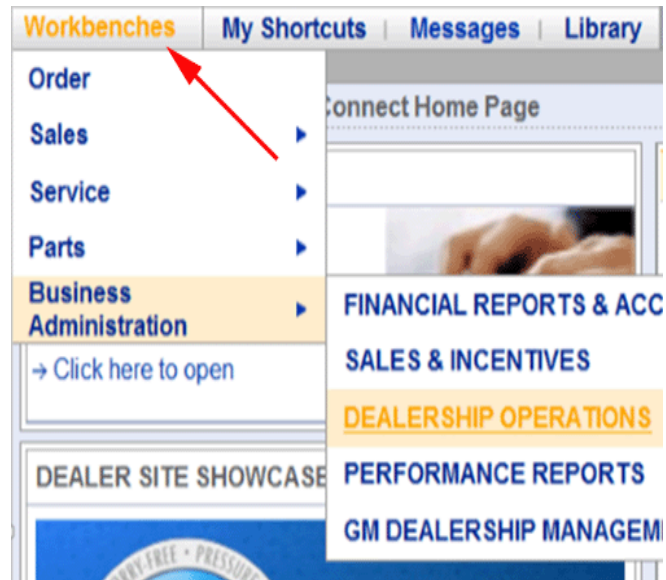
Parts Information

If the USB stick is lost, U.S. dealers may order an additional one through the Global Connect 1store and Canadian dealers may request the USB stick by submitting the form below and sending by email (preferred) or by fax.

Using the Global Connect website, open the 1store link and submit your order using SKU VLNK-IN2014-01.

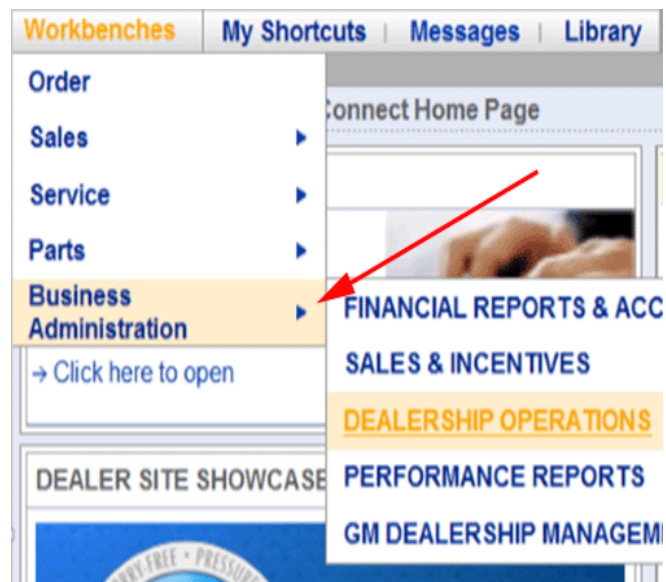
While on the Global Connect website:

⇒ Select Global Connect Home Page



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⇒ Select Workbenches



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⇒ Select Business Administration



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- ⇒ Select Dealership Operations
- ⇒ Select 1Store



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- ⇒ Enter VLNK-IN2014-01 in Search Bar and Click Search

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
2880008*	USB Radio Reprogramming (Non-Navigation Radios)	0.7 hr
2880018*	USB Radio Reprogramming (Navigation Radios)	1.0 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that GM of Canada Technical Services receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – GM of Canada Technical Services

Use this form ONLY for CANADIAN Dealers.

To: GM of Canada Technical Services

e-mail: techservice.canada@gm.com

or Fax: 905 644 2924

Attn: Technical Services

Part Being Requested: VLNK-IN2014-01 (P/N 23441388 - #PI0962)

Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

Important: If you do not receive the part within 3 business days after e-mailing or faxing your part request to the GM of Canada Technical Services, please call the GM of Canada Technical Assistance Centre.