



# Service Bulletin

File in Section: -

Bulletin No.: PI0962B

Date: April, 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 add the 2014 Model Year, the Captiva Model, RPOs UHW and UHV, update the Attention statement, Condition/Concern and the Recommendation/Instructions. Please discard PI0962A.

### 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).
- 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:** 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:** Removing the USB drive during the software installation will cause radio failure. There is no recovery.

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.

If the USB stick is lost, dealers may order an additional one through the Warranty Parts Center (WPC) using the form below.

## Parts Information

Part Number	Description
23441388	USB Stick

## Warranty Information

For vehicles repaired under warranty, use:

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 the WPC receives all the needed information. Missing information will delay or prevent the part from being shipped.

**Parts Request Form – Warranty Parts Center**

**Use this form ONLY for U.S., Canadian and Mexico Dealers. Export markets located outside of North America must contact their regional Technical Assistance Center for assistance.**

To: Warranty Parts Center

e-mail: [warrantypartscenterUSA@gm.com](mailto:warrantypartscenterUSA@gm.com)

or WPC Fax: 248-371-0192

Attn: Amina Winfrey

Part Being Requested: WPC# 717

Dealer BAC (U.S.) /Dealer Code (Canada)/Dealer Number (Mexico):

Dealer Name:

Dealer Address:

Dealer Contact Person:

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

**Important:** If you do not receive the part within 2 business days after e-mailing or faxing your part request to the Warranty Parts Center, please call Customer Assistance at 248-371-9901/9902.

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