



Service Bulletin

INFORMATION

Subject: Information on USB Command and Control Multimedia Player Interface/List of Supported Apple Devices

Models: 2011-2013 Buick Regal
2010-2012 Cadillac SRX
2009-2013 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2011-2013 Chevrolet Cruze, Equinox, Volt
2010-2013 GMC Terrain
All Equipped with Convenience and Connectivity Package (RPOs UFV, UUK, UUL, UYS)

This bulletin is being revised to remove the 2013 SRX. Please discard Corporate Bulletin Number 10-08-44-004B (Section 08 – Body and Accessories).

USB Radio and MP3 Functionality

The universal serial bus (USB) will be a USB 2.0 port on the radio faceplate, on the IP or in the center console. This interface will give the customer the additional functionality of iPod®/MP3 command and control. Customers now have full radio control of the iPod/MP3 audio files via the USB cable. A single USB connection allows digital audio transferring from the iPod to the radio. The iPod will be charging while connected to the radio. The customer will also have playback capability with a USB memory stick (only MP3 and WMA files).

Note: Not all memory sticks are supported.

Note: Video from the iPod is NOT capable of being transferred to a Navigation radio display.

Problems with iPod Not Connecting

If the infotainment system does not operate properly when using a device connected through the USB port, this may be due to an incompatible media device.

Important: DO NOT replace the radio or multimedia interface module due to a customer device incompatibility issue.

Verify the customer's media device is validated for this system using the list below. If the customer's device is a validated device for this system, follow the SI diagnostic procedure to isolate the fault. If the customer's device is not on the validated device list, explain to the customer that their particular unit is not compatible with the system.

Troubleshooting Tips for iPod Devices

1. Verify the version of the iPod/MP3 to confirm that it is supported.
2. Unplug and re-insert the iPod to verify the customer concern.
3. Verify the battery charge of the iPod. A low battery condition on the iPod may not allow it to connect to the radio. The iPod may need to be charged before it can be controlled by the radio.
4. If the customer receives a "Device Not Supported" message on their radio or is having general iPod/MP3 connection issues (and they have a supported device), they may need to reset their iPod. To reset the iPod:
 - For the iPod nano® and iPod classic®, toggle the Hold switch on and off (slide it to Hold, then turn it off again). Press and hold the Menu and Center (Select) buttons simultaneously until the Apple® logo appears, about 6 to 8 seconds. You may need to repeat this step.
 - For the iPod touch® and iPhone®: Press and hold the Sleep/Wake button for a few seconds until the red slider appears, then slide the slider.
5. For iPod touch and iPhone: To obtain full use capabilities of their device, it needs to be fully powered up when connecting to the USB port. If these devices are fully powered down or in "sleep" mode, please advise the customer to press and hold the Sleep/Wake button on the top of the device for a

few seconds and if an unlock pass code is required, to enter the pass code as well as slide the lower "Unlock" slider.

6. Have the customer inspect their cable for quality.
 - Aftermarket cables can wear from use. The customer may need to purchase a new USB cable.
 - Verify that cable extensions are not present. The extra capacitance may cause too large a signal drop for the iPod to communicate with the radio.
7. If the customer receives a "Device Not Supported" message on their radio with an iPod connected (and they have a supported device), the customer may need to download the latest firmware from the Apple website (Please visit www.apple.com for more information).

Validated Apple Device - Both Charge/Support Digital Audio

Important: None of these device lists below support video.

Important: Not all iPhone functions are fully supported.

For further information on identifying iPod models, please visit <http://support.apple.com/kb/HT1353>.



Brand	Description	Number
Apple	iPod classic 5 & 5.5 Gen	1
	iPod nano 1Gen	2
	iPod nano 2Gen	3
	iPod nano 3	4
	iPod classic	5
	iPod touch 1Gen & 2Gen	6
	iPhone (User must switch to "airplane mode")	7
	iPod nano 4Gen	8

Important: These devices (and additional MP3 players) may be capable of connecting to the other USB options by internally setting the MP3 device to mass

storage class (MSC) mode. In this mode, the USB port will see the device as a flash drive. Please have the customer refer to their MP3 device manual on how to set the device to MSC. If the device is not able to be set to MSC, the customer must use the AUX jack.

Note: MTP mode must be used in order to transfer ANY Digital Rights Management (DRM) protected content.

iPod Specifications

Function	Support
Support contents for iPod	
Audio	Yes
Audiobook	Yes
Podcast	Yes
Video	No
Support operation for iPod	
Alphabet Sort select	No
Audiobook speed	No
Track info Types	Yes
Chapter	No
Artwork Data	No
Storage Lingo	No

Non-Validated Apple Device



Brand	Description	Number
Apple	iPod shuffle Gen1	1
	iPod shuffle Gen2	2
	iPod mini Gen1 & 2	3
	iPhoto	4
	iPod G4	5
	iPod Gen3	6
	iPod Gen2	7
	iPod Gen1	8
	iPod shuffle Gen3	9

Specifications

Function	Support
Play the following content types encountered on Mass Storage Playback devices for WMA	
Window Media Audio	Yes
VBR Voice, or according to Microsoft Specification	No
Meta Data Support comparable to MP3 ID3 tags	Yes
Supported File Table format	
Fat 12	Yes
Fat 16	Yes
Fat 32	Yes
NTFS	No
HFS/HFS+	No
Support command for MSC (Mass Storage Class)	
SCCI	No
ATAPI	No

Category	Function	Support
File Folder	ID3 Tag	No
	File number in 1 folder (max)	255 root/65534sub folders
	Folder number	700
	folder level (Max)	8
	File Name length (Max)	64
	Folder Name Length	64
	Extended Partition	Yes

Playback Operation (X = Supported; — = Not Supported)

Playback Operation	Mass Storage Class (MSC)	iPod
Play	X	X
Stop	X	X
Pause	X	X
FF	X	X
RW	X	X
Track UP	X	X
Track Down	X	X
Chapter UP	—	—
Chapter Down	—	—
Track (Title) Search	—	X
Shuffle	—	X
Repeat	—	X

Other USB Device Supported Requirements (X = Supported; — = Not Supported)

Function	Support
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USB support Class	
MSC (Mass Storage Class)	X
MTP (Media Transfer Protocol)	—
iPod (over HID Class)	X
Playable Content	
MP3	X
MP3 Pro	—
AAC (m4a, m4b), AAC DRM (m4p)	—
WMA	X
WMA (DRM)	—
Play the following content types encountered on Mass Storage Playback devices for MP3	
Variable Bit Rate (VBR)	X
Fixed Bit Rates between 8 and 320 kbps (MPEG1+2xx mono/stereo)	X
Sample Rates: 16, 22, 32, 44.1, and 48 kHz	X
Channels: Mono, Stereo, and Joint Stereo	X
Supports playlist formats ("m3u")	X
Supports playlist formats ("pls")	—
ID3 tag Ver.1.0, 1.1, 2.3, 2.4	X

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