



# Service Bulletin

## 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 Buick Enclave  
2013 Chevrolet Traverse  
2013 GMC Acadia  
Equipped with Radio RPOs UHU, UG4, UGU, UGY, UGX

**Attention:** The USB flash drive required for this PI was shipped to the dealer the week of June 24, 2013 in the DWD box (U.S. dealers) and through regular mail in Canada. Export Dealers please contact your local Technical Assistance Center for additional information.

*This PI has been revised to add the paragraph under the Condition/Concern, update the Caution statement and add a picture above the Caution. Please discard PI0962.*

### Condition/Concern

Some customers may comment on the following conditions:

- Navigation inoperative, map not displayed.
- Rear DVD video screen (VSM) will not turn on when DVD playing after ignition cycle.\*
- 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.
- Voice recognition truncated prompts with radio power Off for Navigation models.
- Intermittent radio reset when shifting out of reverse.
- USB Audio source not returning to the same location after ignition cycle.
- Radio switching to USB source by itself on startup.
- Radio Preset selection does not match audio source.
- Route Guidance will not start with OnStar® Destination Download while radio is off.
- CD ejecting with a brief interruption of audio.

\*For the 2013 model year, the operation of the VSM with an Ignition off cycle is to power down the rear vision screen with the retained accessory power disabled. At a key on (power up) event, the VSM will remain off - even if the DVD was the last active source. To turn on the VSM, the rear seat user can power on the screen via the power button on the remote control or the front seat occupants can toggle the pause / play on screen control (viewable by touching the radio screen) with the active source as DVD on the radio. The VSM is turned off after an ignition cycle to prevent the VSM from being active with no second row occupants.

## 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 23162853** 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. Turn ON the ignition, with the engine OFF and transmission in PARK. Confirm radio software part number is 23130114 or 23117455 using Diagnostic tools Tech 2.

**Important:** Do not proceed further if radio software part number is not one of these numbers.

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



**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.

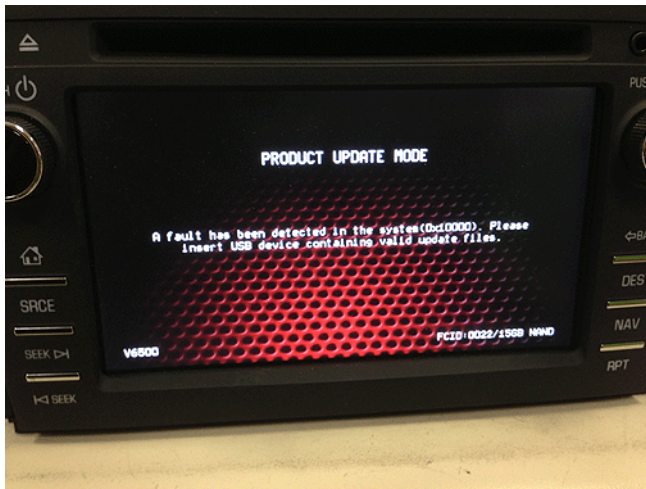
3. When the update info screen comes on, select UPDATE.

**Note:** If 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.





- 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.
4. 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.
  - If the above screen message is displayed or the radio will not power up after software update, hold Eject for 5-15 seconds. Once powered up, perform the software update. If this problem persists, contact TAC for further assistance.
5. To ensure the software update was successful, use Diagnostic tools Tech 2 to confirm the new software part number. If the part number is **23162853**, then the update was successful.
6. Re-enter any custom settings recorded prior to the update.

If the USB stick is lost, dealers may order an additional one through WPC using the form below.

**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.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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