



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Blank Screen After Startup and Reverse, Rearview Camera Message On, Touch Screen Inoperable, Bluetooth® and Navigation Concerns

**Models:** 2014 Buick LaCrosse Built Prior to September 24, 2013  
2014 Buick Regal Built Prior to August 26, 2013  
2013-2014 Cadillac ATS Built Prior to September 23, 2013  
2013-2014 Cadillac SRX Built Prior to September 12, 2013  
2013-2014 Cadillac XTS Built Prior to August 21, 2013  
2014 Cadillac CTS Sedan (VIN A) Built Prior to September 23, 2013  
2014 Chevrolet Corvette Built Prior to August 5, 2013  
2014 Chevrolet Impala (VIN 1)  
2014 Chevrolet Silverado 1500 Built Prior to October 1, 2013  
2014 GMC Sierra 1500 Built Prior to October 1, 2013  
Equipped with RPOs IO4, IO5, IO6 or RAO (except with RPO UPF)

**Attention:** For 2013 Cadillac ATS, SRX, XTS vehicles ONLY: Be sure the USB update from the most current version of PI1062 (This PI supersedes #12293. There is no need for the silver and black USB sticks mentioned.) has been installed with the provided USB stick to properly update the Gulf of Mexico map before proceeding.

4th Quarter DVD Software Update disc for Infotainment Files (Version 9.00 2013 North American Data) will be shipped to the U.S. dealers on December 23rd, 2013. Shipments to Canadian dealers commenced December 12, 2013.

### Condition/Concern

Some customers may comment on the following concerns:

- Blank screen after startup and reverse - rear view camera message on
- After performing an address search with an incomplete address, no results found
- Screen does not change back to Home screen when Bluetooth® call ends
- Selection of Point of Interest Address delivers a wrong destination position
- Sporadic stop of Weather and Traffic information (XTS)
- Not Possible To Call Contact For Work/Mobile Number For More Than One Contact With Same Name
- Touch Screen inoperable (Sierra/Silverado)
- Speech recognition command for "Point of Interest" is sporadically recognized as "Address" in US English
- Map freeze when panning in 10k zoom scale
- Unable to dial the contact work or mobile number that is shown in the phone book twice

- Speech recognition for phone number selection “Number 2” dials wrong number

In addition to the above customer concerns, the following updates have been included in this software update:

- Correction to Spanish speech input for destination entry that numbers are included in the search input for the address
- Address correction for input for OSDE for the following countries (Guadeloupe, Guyana, Martinique, Bahamas, Barbados, Bermuda, Cayman Islands, Jamaica, Trinidad & Tobago)
- Brazil Navigation correction for OSDE Entry and search operation for street names that contain "RUA"
- Correct speech Grammar for media selection on top level w/o gate command for Portuguese (EU), Italian & Korean
- Correct map display for Caribbean islands when zoom level less than 500m
- Text Corrections - Greek Language
- Correct display information on IPC when a DAB preset is selected. IPC was showing “Sendersuche (searching)”

## Recommendation/Instructions

An updated radio software calibration has been released to address the above conditions. Update the radio using a **USB FLASH DRIVE** and the Service Programming System (SPS) with the files available on TIS2WEB. Refer to the SPS procedures in SI.

**Important:** This procedure is a USB flash drive programming event. This **IS NOT** a **standard** TIS2WEB programming event. This procedure requires a USB 2.0 flash drive. The minimum USB flash drive capacity requirement is 4 GB. The software downloaded to the USB flash drive can be used to update all vehicles involved in this bulletin.

Any existing data on the USB flash drive will be erased during the TIS2WEB-to-USB flash drive download process. To ensure important data **IS NOT** deleted from the USB flash drive, transfer the data from the USB flash drive onto another approved data storage device **BEFORE** attempting to download software from TIS2WEB.

Once the software is downloaded to the USB, **DO NOT** add any data to the storage device.

After USB programming has been completed, reprogram the HMI module, even if the HMI module has the latest calibrations, using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

Clear any DTCs.

**Important:** The vehicle modules **MUST** go to sleep for 5 minutes after programming the HMI module. If not, the vehicle may not have sound, blank screen, no touch response or the wrong splash screen may appear on the screen. If this happens, shut off vehicle and wait the required 5 minutes before starting vehicle again.

**Important:** For RPO IO5, there was a production change in the software to change the Navigation icon (NAV) display to NAV OnStar icon display.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2880168*	Reprogram Radio and HMI Module (NAV Radio)	0.9 hr
	Reprogram Radio and HMI Module (NON NAV Radio)	0.8 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

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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