



Service Bulletin



SERVICE UPDATE

SUBJECT: Service Update for Inventory and Customer Vehicles
Rear Seat Entertainment DVD/CD Playback Mode Memory Loss
Expires with Base Warranty

MODELS: 2013 Cadillac SRX
Equipped with Rear Seat Entertainment Package (UWG)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to install new software into the rear seat entertainment system, if necessary, on **certain** 2013 model year Cadillac SRX vehicles. The software in some of these vehicles may not enable the operator to resume playback of the DVD/CD system after the vehicle is turned off. With this condition, the DVD/CD system will only be able to start at the beginning of the disc. In addition, a black screen may appear on the rear DVD screens for up to 7 minutes after a short ignition cycle.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the “Service Update Bulletin Information” link under the “Service” tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

Dealers are to obtain a USB 2.0 Flash Drive locally at their expense. The minimum USB flash drive capacity requirement is 4 GB. The software downloaded to the USB flash drive can be used to program all vehicles involved in the field action. After completing the programming event for all vehicles involved in the field action bulletin, remove (delete) the software from the USB flash drive. Save the USB flash drive for future USB programming events.

SERVICE PROCEDURE

Media Disc Player Software Version Verification

1. Determine the software version of the Media Disc Player.



- 1.1 Turn IGN ON and **wait** for the *Now Playing* screen to be displayed on the driver side display. The *Now Playing* screen may take up to 5 minutes to appear.
- 1.2 Press the MENU button on the remote control.
- 1.3 Select *Software Information* using the ARROW and ENTER buttons on the remote control.
- 1.4 Select *Version* using the ARROW and ENTER buttons on the remote control.



1.5 Determine software version. Refer to photograph to determine the location of the software version (1) on the display screen.

- If the software version is **04.07.00**, a software update is required. Refer to *SPS and USB Programming* in this bulletin.
- If the software version is NOT 04.07.00, no further action is required.

SPS and USB Programming

Note: Update the Media Disc Player software using a **USB FLASH DRIVE** and the Service Programming System (SPS). The updated files are available on TIS2WEB. Refer to the SPS procedures and Control Module References in SI.

Note: During programming, the battery voltage **MUST** be maintained within the proper range of 12-15 volts.

1. Connect the Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or an equivalent to the battery.
2. Connect the MDI to the vehicle.
3. Turn ON the ignition, with the engine OFF.
4. Select J-2534 MDI from the Select Diagnostics Tool and Programming Process screen.
5. Select *MDP Media Disc Player – USB File Transfer* from the Supported Controllers screen. Refer to SI and SPS for programming instructions, if required.
6. Select *Next* from the Supported Controllers screen.
7. Select *Next* from the Calibration Selection screen.
8. Insert a USB flash drive into the USB port of your computer and select OK.
9. Select *Next* from the Select USB Drive screen.
10. Select *Next* from the Summary screen.
11. Select *Next* from the Pre-Programming Instructions screen.

12. Do NOT remove the USB flash drive from the USB port until the files have loaded onto the USB flash drive. The *Final Instructions* screen will appear when the files have been successfully loaded onto the USB flash drive.
13. Remove the USB flash drive from the USB port of the computer.
14. Confirm the three files (22949447, 22949448 and 22949449) are correctly loaded onto the USB drive.
15. Remove all media (discs, USB's, SD's, AUX) from the media disc player and rear floor console.
16. Insert the prepared USB flash drive into the Rear Aux Module (located within the rear floor console).



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17. When the “RSE Software Update” pop-up appears on the driver side display, select “OK” using the remote control ENTER button.

Caution: Do not remove power from the RSE system, un-plug the USB flash drive, or touch the remote control during RSE update until the “Update complete” pop-up is observed.

18. It will take about 10 minutes to update the module with the new software. The rear display, at times, will be black as the module performs internal resets.



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Note: Please CLOSE/OPEN the display if the “Update Complete” pop-up is not shown after 10 minutes. If pop-up is still not shown, perform a sleep cycle (IGN OFF/ON). If the pop-up is still not displayed, reprogram the module again.

19. Once the module has been updated with the new files, an “Update Complete” pop-up will appear on the driver side display. Remove the USB flash drive.
20. Press ENTER on the remote control.
21. Press the MENU button on the remote control.
22. Select VERSION using the ARROW and ENTER buttons on the remote control.



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23. Determine if the module software was updated successfully.
 - If the software version number is 04.07.01, the software update was completed successfully. No further action is required.
 - If the software version number is 04.07.00, the software update was NOT completed successfully. Reprogram the module again.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9100255	Verify Software Version – No Further Action Required	0.2
9100256	Verify Software Version & USB Reprogramming	0.6

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

