



Service Bulletin

File in Section: -

Bulletin No.: PIT5196

Date: January, 2013

PRELIMINARY INFORMATION

Subject: Normal Characteristic - Rear DVD Screen Off After Ignition Key is Cycled

Models: 2013 Buick Enclave
2013 Chevrolet Traverse
2013 GMC Acadia
Equipped with Rear Seat Entertainment (RPO U42)

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment that the rear DVD video screen (VSM) will not turn back ON after an ignition key cycle. This is a normal operating characteristic and no repairs should be made to the VSM.

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.

Recommendation/Instructions

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 ign cycle to prevent the VSM from being active with no second row occupants.

Note: The VSM is not a smart screen and will continue to play even with the VSM in the retraced (up) position.

Customer Information

Please communicate to the customer this condition is a normal operating characteristic of their vehicle. It will not impact the designed performance or reliability of the vehicle. Please share this information with the customer, including a copy of this message.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.