



# Service Bulletin

File in Section: -

Bulletin No.: PI0962

Date: July, 2013

## PRELIMINARY INFORMATION

**Subject:** Radio Resets, Navigation Inoperative, Map Not Displayed, DVD Will Not Play or Resume, Bluetooth<sup>®</sup> Inoperable, Radio Lockup, Voice Recognition Cuts Off, USB Source not Returning to Last Song, OnStar<sup>®</sup> 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.

### Condition/Concern

Some customers may comment on the following conditions:

- Navigation inoperative, map not displayed.
- Rear display will not turn on when DVD playing after ignition cycle.
- iPhone<sup>®</sup> Bluetooth<sup>®</sup> Hand-free call audio not available after call answered.
- Radio Lockup after Bluetooth<sup>®</sup> private call ended (common with iPhone<sup>®</sup>).
- Bluetooth<sup>®</sup> 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<sup>®</sup> Destination Download while radio is off.

### 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<sup>®</sup> 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.



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**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.



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- 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. There is no recovery.
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.

## Parts Information

Part Number	Description
23162853	USB Stick

## 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
<p><b>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.</b></p> <p>To: Warranty Parts Center</p> <p>e-mail: <a href="mailto:warrantypartscenterUSA@gm.com">warrantypartscenterUSA@gm.com</a></p>

(cont'd)

**Parts Request Form – Warranty Parts Center**

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.