



# Service Bulletin

## PRELIMINARY INFORMATION

**Subject:** Radio Reboot With Samsung Phone Paired

**Models:** 2013-2014 Buick Enclave  
2013-2014 Chevrolet Traverse  
2014 Chevrolet Captiva Sport  
2013-2014 GMC Acadia  
Equipped with Radio RPOs UG4, UGU, UGY, UGX

### Condition/Concern

A customer may comment that when their Samsung phone is paired to the radio, the radio loses power and starts back up randomly while driving. This cycle could happen a few times during a drive cycle.

This situation may have been aggravated by the recent Android operating system release 4.3, and may also improve/change when the next Android release gets pushed to the phone devices.

### Recommendation/Instructions

Engineering is aware of the issue and is currently working on a resolution. This PI will be updated when further information is available. In the meantime, if the phone is deleted from the Bluetooth Device List and radio is unpaired/removed from the phone, the radio reset will no longer occur. Another effective method that may be considered first is to shut off the Bluetooth power on the phone and turn it back on, which also seems to resolve the issue without having to delete and re-pair the phone.

### Customer Information

Please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this PI will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

---

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.



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION