



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,

This PI was superseded to update RECOMMENDATION/INSTRUCTIONS field. Please discard PIT5258.

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

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.

Recommendation/Instructions

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. For phones on software 4.3 or older 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.

The issue can be resolved by updating the phone to the latest Android system software which begins with 4.4. Advise the customer to check that they have the latest software version available installed on their phone. Once the phone is updated, it is necessary to delete the phone from the Bluetooth Device List in the radio and delete the radio from the Bluetooth paired device from the phone. Once that is completed, the phone and radio can be paired once again.

Customer Information

If the software update is completed and the concern remains contact GM Technical Assistance for assistance.

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.

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