Service Bulletin

PRELIMINARY INFORMATION

Subject: **Blank Display, NAV Screen Audio Content is Unavailable via Speech Recognition, Display Screen is Stuck on Incoming Call View After Phone Call Finished, Rear View Camera Display Blank, USB Issues/Bluetooth/Favorite Bar/Voice, iPod Unable to Detect via USB, Recognition Concerns, XM Speech Recognition Inoperative, Traffic Messages, Clock Display**

Models: **2015 Buick LaCrosse, Regal**
2015 Cadillac ATS, CTS Sedan (VIN A), Escalade Models (RPO AVF), SRX, XTS
2015 Chevrolet Colorado, Corvette, Impala (VIN 1), Silverado, Suburban (RPO AVF), Tahoe (RPO AVF)
2015 GMC Canyon, Sierra, Yukon Models (RPO AVF)
Equipped with RPOs IO4, IO5, IO6

Condition/Concern

Some customers may comment on the following concerns:

Condition	RPO		
	IO4	IO5	IO6
System restarts and/or black screen	X	X	X
After ignition cycle, system displayed only half of the map (Zoom In/Zoom Out options are not working)			X
Traffic description on route is repeated frequently			X
USB not showing as media device for up to 10 minutes	X	X	X
USB list views cannot be changed	X	X	X
USB Browse list flicker, selecting songs does not change tracks	X	X	X
USB, iPod® and SD card not detected on ignition cycle	X	X	X
Tapping end does not end conference call		X	X
Second call cannot be made when long pressing any number in current Call Active Keypad view		X	X
Fast Seek Up/Down for FM HD Multicast stations take longtime to update display (2015 Only)		X	X
An audible message stating "The audio content you have requested is unavailable" when certain AM/FM stations are requested via speech recognition	X	X	X
Rear View Camera Screen is not displayed in full screen after incoming call	X	X	X
After change from Rear View Camera mode to map mode, black screen with guidelines appear for more than 10 seconds and speed more than 12 mph (20 km/h)			X
After answering call, display is still stuck on incoming call view	X	X	X
The incoming call is not updated in the recent list	X	X	X
Scrollbar down arrow is not displayed in weather recent cities view	X	X	X
Go button in Destination Detail View is grayed out after taping on reset button in expanded map view			X
OnStar Turn-by-turn Off Route screen flashes or does not display when CD is playing		X	X
Phone text of Onstar personal calls is not cleared from the display after the call ends		X	X
No Bluetooth Audio and No OnStar Audio while Bluetooth Audio main audio Source	X	X	X
Only one row of favorites is shown although the number of favorites is more than 5		X	X
Favorites page defaults to page 1 after startup, no last mode	X	X	X

Condition	RPO		
	IO4	IO5	IO6
Favorites bar position on Navigation Map screen is not retained over ignition cycles			X
The favorite bar is not shown in the FM now playing view after call is made by recalling number stored in the Favorite slot and then ending it	X	X	X
Speech Session is not started on first press. Session is started after second press of the Speech icon	X	X	X
With Samsung S4 phone, the songs with special characters as metadata are not shown correctly in the now playing screen and browse menu		X	X
Read SMS view, text and icon for "Call" are overlapping		X	X
Apple 64 GB 4th generation iPod unable to detect via USB connection due to long device name	X	X	X
Playing Pandora through the Pandora System kicked out user and goes into Bluetooth media	X	X	X
Phone does not reconnect after reset — ICS shows as paired but not connected. IPC displays "no phone connected"		X	X
Clock does not change time until the ignition has been cycled	X	X	X
Traffic messages are available even though traffic is disabled via calibration		X	X

Recommendation/Instructions

An updated software calibration has been released to address the above conditions. Update the HMI Module using a **USB FLASH DRIVE** and the Service Programming System (SPS) with the files available on TIS2WEB. Refer to the SPS procedures in SI.

Important: This procedure is a USB flash drive programming event. This **IS NOT** a **standard** TIS2WEB programming event. This procedure requires a USB 2.0 flash drive. The minimum USB flash drive capacity requirement is 4 GB. The software downloaded to the USB flash drive can be used to update all vehicles involved in this bulletin.

Any existing data on the USB flash drive will be erased during the TIS2WEB-to-USB flash drive download process. To ensure important data **IS NOT** deleted from the USB flash drive, transfer the data from the USB flash drive onto another approved data storage device **BEFORE** attempting to download software from TIS2WEB.

Once the software is downloaded to the USB, DO NOT add any data to the storage device.

After USB programming has been completed, reprogram the HMI module, this time using the Service Programming System (SPS) with the latest calibrations available on TIS2WEB. Refer to the SPS procedures in SI.

Clear any DTCs.

Important: The vehicle modules MUST go to sleep for 5 minutes after programming the HMI module. If not, the vehicle may not have sound, blank screen, no touch response or the wrong splash screen may appear on the screen. If this happens, shut off vehicle and wait the required 5 minutes before starting vehicle again.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
2880168*	Reprogram HMI Module (NAV Radio)	0.9 hr
	Reprogram HMI Module (NON NAV Radio)	0.8 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		