



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip: Radio Source Changes After Ignition Cycle

Models: 2013-2015 Buick Enclave

2013-2015 Chevrolet Traverse

2014-15 Chevrolet Captiva

2013-2015 GMC Acadia

Equipped with Radio RPO UHU, UG4, UGU, UGY, UGX, UHW, UHV, UI2, UI4, UI6, UI7, OR UI8

Condition/Concern

Customer may state that when first starting the vehicle that the radio will be on a different source from what it was left on.

Recommendation/Instructions

Advise the customer that if a USB, DVD, or CD is inserted that it may take up to one minute (time will vary based upon device used) for the radio to load and index a CD, USB, or DVD.

During this loading period, the radio may play the last radio source such as AM, FM, etc.. while waiting for the loading to complete.

Once the loading is complete, the radio will resume playing the USB, DVD, or CD if it was the last source used.

If the radio software is not up-to-date (prior to software version 23441388) the radio may stay muted and display "CD/USB/DVD indexing or loading" until the CD is ready to play.

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.



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