



# Service Bulletin

File in Section: -

Bulletin No.: PI1126B

Date: March, 2014

## PRELIMINARY INFORMATION

**Subject:** Blank Screen After Startup and Reverse, Rearview Camera Message On, Touch Screen Inoperable, Bluetooth® and Navigation Concerns

**Models:** 2014 Buick LaCrosse Built Prior to February 20,2014  
 2014 Buick Regal Built Prior to February 20,2014  
 2013-2014 Cadillac ATS Built Prior to February 20,2014  
 2013-2014 Cadillac SRX Built Prior to February 20,2014  
 2013-2014 Cadillac XTS Built Prior to February 20,2014  
 2014 Cadillac CTS Sedan (VIN A) Built Prior to February 20,2014  
 2014 Cadillac ELR Built Prior to February 19,2014  
 2014 Chevrolet Corvette Built February 20,2014  
 2014 Chevrolet Impala (VIN 1) Built Prior to January 8, 2014  
 2014 Chevrolet Silverado 1500  
 2015 Chevrolet Silverado  
 2014 GMC Sierra 1500  
 2015 GMC Sierra  
 Equipped with RPOs IO4, IO5, IO6 or RAO (except with RPO UPF)

**Attention:** For 2013 Cadillac ATS, SRX, XTS vehicles ONLY: Be sure the USB update from the most current version of PI1062 has been installed with the provided USB stick to properly update the Gulf of Mexico map before proceeding (This PI supersedes #12293. There is no need for the silver and black USB sticks mentioned).

This PI has been revised to update the build dates, Condition/Concerns, Recommendation/Instructions and add the Cadillac ELR and 2015 Silverado and Sierra. Please discard PI1126A.

DVD Software Update disc for Infotainment Files (Version 11 2014 North American Data) will be shipped to U.S. and Canadian dealers starting March 3rd, 2014.

### Condition/Concern

Some customers may comment on the following concerns:

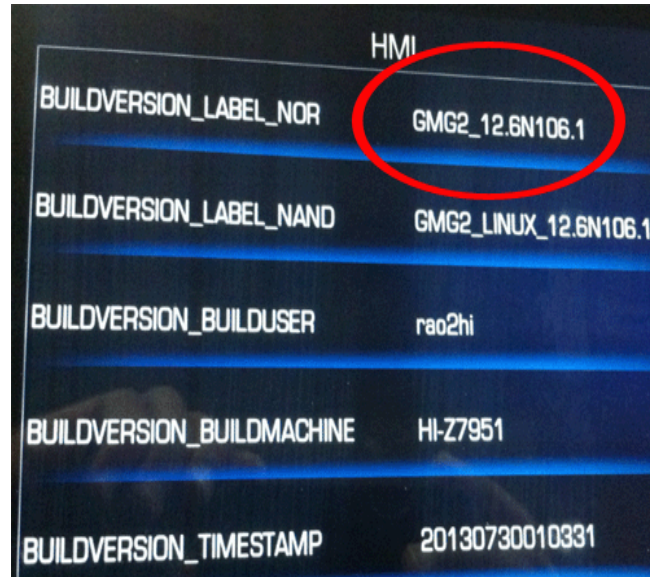
| Condition  | RPO |                   |                         |           |
|--|-----|-------------------|-------------------------|-----------|
|  | IO4 | IO5 or RAO W/ UA3 | IO6 or RAO W/ UA3 & UY4 | IO6 (ELR) |
| Center Stack showing a blank display right after engine start        | X   | X                 | X                       | X         |
| No device connected is displayed in now playing view                 | X   | X                 | X                       | X         |
| Sporadic system reset, possibly seen when view phone contact details | X   | X                 |                         |           |
| Screen stops updating and no visual changes are observed             | X   |                   |                         |           |
| Touch Screen sporadic inoperable                                     |     | X                 | X                       | X         |

| Condition   | RPO |                   |                         |           |
|---|-----|-------------------|-------------------------|-----------|
|   | IO4 | IO5 or RAO W/ UA3 | IO6 or RAO W/ UA3 & UY4 | IO6 (ELR) |
| Time display overlaps Icons in the application tray   |     | X                 | X                       |           |
| RVC touch to exit RVC screen is not working after shifting back into drive  |     | X                 | X                       | X         |
| Black Screen and reverse guideline displayed while in drive   |     | X                 | X                       | X         |
| Upon answering a Bluetooth hands-free call the HMI Module takes over 5 sec to converge (Noise/echo on the first connection) |     | X                 | X                       | X         |
| Grammar fixes for issues in POR, ITA, NLD   |     | X                 | X                       |           |
| Blue screen popped up on ICS screen periodically while playing a movie with RSE system                                      |     | X                 | X                       |           |
| Device initializing message heard for too long so can not access contacts via speech  | X   | X                 | X                       | X         |
| Voice Rec language swapped to English, prompts are heard with the accent of the display language                            |     | X                 | X                       |           |
| Map display black around the vehicle Icon on the map (half mile scales)   |     |                   | X                       | X         |
| Phone Call does not complete hang up when call is done via speech recognition in the Navigation application                 |     |                   | X                       |           |
| No device connected is displayed in now playing view  |     |                   | X                       | X         |
| Sporadic system reset, possibly seen when searching address, scrolling/panning on the map or view phone contact details     |     |                   | X                       | X         |
| Map reset when the navigation system attempts to draw text around a curved road   |     |                   | X                       | X         |
| App tray and interaction selector in may is not faded out properly  |     |                   | X                       | X         |
| Text translation and changes - 'Not Able To Charge'   |     |                   |                         | X         |
| Hybrid text changes for 'Horn Chirps' to be changed to 'on'   |     |                   |                         | X         |
| Updated welcome animation   |     |                   |                         | X         |
| Fixed Cadillac welcome sound  |     |                   |                         | X         |
| Blue screen popped up on ICS screen periodically while playing a movie  |     |                   |                         | X         |

In addition to the above customer concerns, the following updates have been included in this software update:

- Correction to Spanish speech input for destination entry that numbers are included in the search input for the address.
- Pandora favorite saved items — If two phones were paired, the channel list of the 1st phone was not cleared when the 2nd phone was paired.

## Recommendation/Instructions



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Before updating software, check the HMI build version. The HMI build version label should be GMG2.12.6N106.1 or earlier.

**Caution:** If the software version is later than GMG2.12.6N106.1, damage to the HMI module may occur. DO NOT PROCEED WITH THIS PI.

To verify the HMI build version, on the radio push the following button combination together (refer to chart below), then select HMI from the onboard development screen.

|           |                  |
|-----------|------------------|
| Buick     | Power+Menu+Home  |
| Cadillac  | Home+Volume Down |
| Chevrolet | Power+Menu+Home  |
| GMC       | Power+Menu+Home  |

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.

**Important:** For RPO IO5, there was a production change in the software to change the Navigation icon (NAV) display to NAV OnStar icon display.

## Warranty Information

For vehicles repaired under warranty, use:

| 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. |                                      |            |