



Service Bulletin

PRELIMINARY INFORMATION

Subject: Intermittent Home Screen Icon/Navigation Overlay, Intermittent RVC Black Screen with Guidelines, Phone Pairing Not Included on the Phone Page, Routing Issues on Toll Roads in Mexico

Models: 2015 Buick Enclave
2015 Chevrolet Traverse
2015 Chevrolet Captiva
2015 GMC Acadia
Equipped with Radio RPO UI2, UI4, UI5, UI6, UI7 or UI8

Attention: The USB flash drive required for this PI was shipped to U.S. dealers the week of January 18, 2016 in the DWD box and through regular mail in Canada. Additionally, this USB will be shipped to Mexico dealers during the February/March 2016 time frame. This is a Yellow USB stick (Part number 23365683) that comes pre-loaded with software part number 23227399 and is ready to use. The USB flash drive comes in a zip lock bag and can be used numerous times to service multiple vehicles. **DO NOT** attach this USB flash drive to a personal computer (PC) as this may corrupt the flash media and damage the file integrity.

This PI has been revised to update the conditions that the yellow USB is designed to address, the software part number, and the service procedure. It has also been updated to include information for GM Mexico dealers related to USB availability and information about a "Device Not Supported" message that may be encountered if the USB files are corrupt. Please discard PI1494.

Condition/Concern

Some customers may comment on one or more of the following conditions:

- Phone pairing selection not included on the phone page.
- Intermittent home screen icon/navigation screen overlay concerns (not displaying expected screen).
- The Rear Vision Camera (RVC) screen is black at times but guidelines will be displayed.
- Text message sent box concerns.
- Mexico toll road concerns when re-routing is necessary.
- Intermittent radio reset at random conditions. On radio resets, some customers may hear the CD changer mechanism loading and/or a "POP" from the speakers.

Recommendation/Instructions

1. Turn ON the ignition with the engine OFF and transmission in PARK. Using the GDS2 scan tool, use the following path to navigate to the radio software screen and then note the Calibration Part Number 1 parameter: Module Diagnostics>>Radio>>Identification Information.
 - 1.1. If part number 23495441 IS NOT displayed, this PI DOES NOT apply, USB programming IS NOT required, and standard SI diagnosis should be followed.
 - 1.2. If part number 23495441 IS displayed, follow the steps below to USB program the radio with software on the yellow USB, which is designed to

address the issues listed above.

Important: This procedure is a USB flash drive programming event. This *IS NOT* a SPS programming event.

Important: During programming, the battery voltage *MUST* be maintained within the proper range of 12-15 volts. Connect the Midtronics® PSC 550 Battery Maintainer (SPS Programming Support Tool EL-49642) or an equivalent to the battery.

Important: Custom radio settings like the station presets, clock, etc. will be set back to factory defaults after this update has been completed. Please note any custom settings prior to proceeding with this update.

2. Turn on the radio by pushing the volume knob and insert the yellow USB drive into the radio USB port that is in front of the shifter.

Note: It may take a few minutes for the screen to come on after inserting the USB drive.

- 2.1. If the “USB Device Connecting” message below is immediately displayed at the bottom of the screen when the USB is inserted, lasts for about 1 minute, and then the “Device Not Supported” message below is displayed for a few seconds before ultimately aborting and displaying the previous screen again, the USB drive may contain corrupt files. If this is experienced, order a replacement USB by following the instructions at the bottom of this PI.



- 2.2. If the following “Invalid Product Update” and “Invalid Manifest(s)” error message is displayed, the radio already has improved calibrations and no further action is required. A DTC B124F may set as a result of this as well.



3. When the product update detected screen below comes on, select "UPDATE."



Note: If "UPDATE" is not selected within 10 seconds, the screen will disappear and the USB drive will have to be removed and inserted again to start the update process over again.

Note: Once "UPDATE" has been selected, the screen will display the progress of the update as shown below. The navigation software update will take up to 90 minutes to load. The non-navigation software will take up to 30 minutes to load. Please be patient during the update process.

Note: If the "Invalid Product Update" and "Invalid Manifest(s)" error message (described above in step 2.2) is displayed at this point, the radio already has improved calibrations and no further action is required.



4. DO NOT remove the USB drive until the update has been completed. Once the update has been completed, the display will go black for a minute, reset itself and then display the start-up screen. At this point, remove the USB flash drive, turn the ignition off, open the driver's door, and close the driver's door to allow the radio to go to sleep.

Caution: If the radio will not power up after software update, hold Eject for 5-15 seconds. Once powered up, perform the software update again.

5. To ensure the software update was successful, turn the ignition back on and use the GDS2 scan tool to confirm that the Calibration Part Number 1 parameter (described in step 1) now displays 23227399, which indicates that the update was successful.
6. Re-enter any custom settings recorded prior to the update, such as the station presets, clock, etc... The customer may also have to pair their phone(s) again.

Parts Information

The USB flash drive required for this PI was shipped to U.S. dealers the week of January 18, 2016 in the DWD box and through regular mail in Canada. Additionally, this USB will be shipped to Mexico dealers during the February/March 2016 timeframe. This is a Yellow USB stick (Part number 23365683) that comes pre-loaded with software part number 23227399 and is ready to use. The USB flash drive comes in a zip lock bag and can be used numerous times to service multiple vehicles. DO NOT attach this USB flash drive to a personal computer (PC) as this may corrupt the flash media and damage the file integrity.

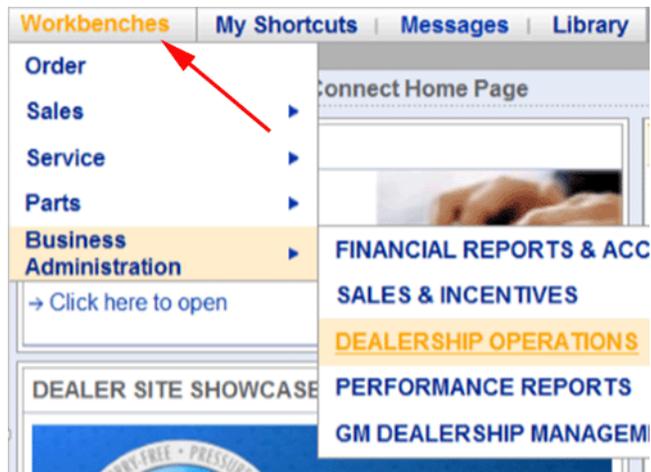
If the USB stick is lost, damaged, or is suspected of causing the "Device Not Supported" message described above in step 2a, U.S. dealers may order an additional one through the Global Connect 1store and Canadian dealers may request the USB stick by submitting the form below and sending by email (preferred) or by fax. GM Mexico dealers should contact GM TAC Mexico if it is necessary to replace the original one.

Important: Some dealers who ordered a replacement USB 2/12/2016 or earlier may have experienced the same "Device Not Supported" message that they ordered the replacement for. However, all 1store stock of these replacement USBs has been sorted and is considered "clean" stock as of 2/13/2016.

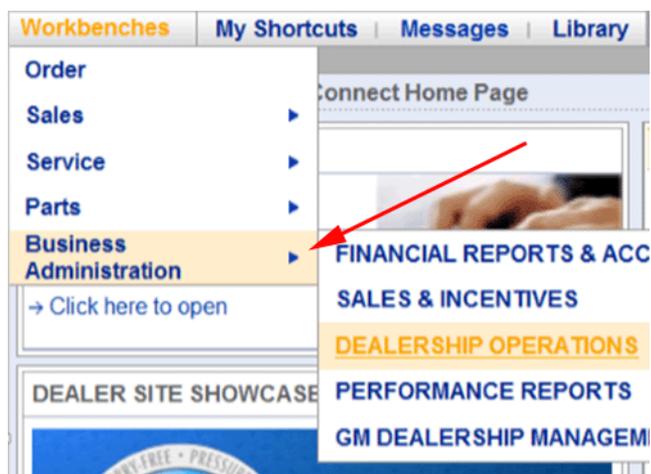
Using the Global Connect website, open the 1store link and submit your order using SKU VLNK-IN2015-01.

While on the Global Connect website:

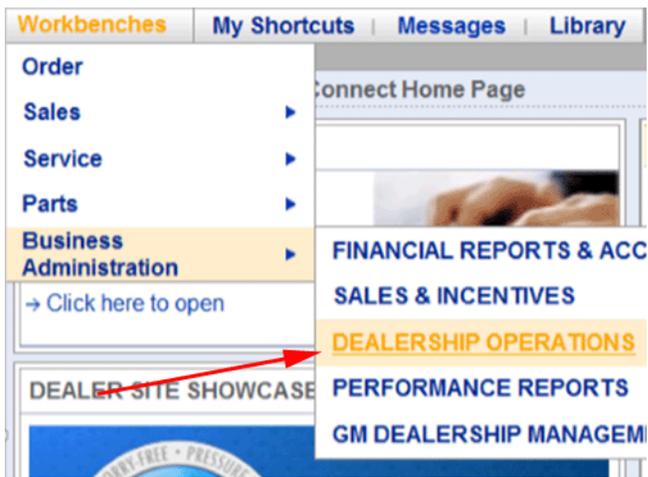
- ⇒ Select Global Connect Home Page



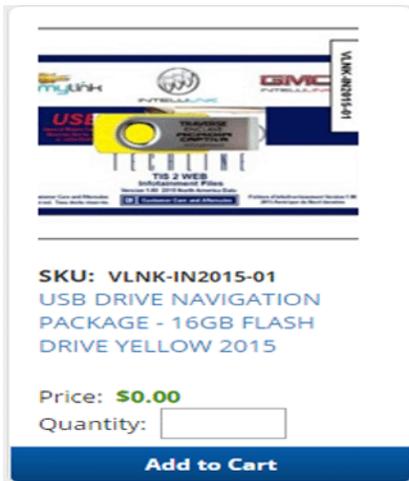
- ⇒ Select Workbenches



- ⇒ Select Business Administration



- ⇒ Select Dealership Operations
- ⇒ Select 1Store



- ⇒ Enter VLNK-IN2015-01 in Search Bar and Click Search

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
2880008*	USB Radio Reprogramming (Non-Navigation Radios)	0.7 hr
2880018*	USB Radio Reprogramming (Navigation Radios)	1.0 hr

*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.

IMPORTANT NOTE WHEN PRINTING THIS FORM: If the form prints out on two pages, make certain you fax BOTH pages so that GM of Canada Technical Services receives all the needed information. Missing information will delay or prevent the part from being shipped.

Parts Request Form – GM of Canada Technical Services

Use this form ONLY for CANADIAN Dealers.

To: GM of Canada Technical Services

e-mail: techservice.canada@gm.com

or Fax: 905 644 2924

Attn: Technical Services

Part Being Requested: VLNK-IN2015-01 (P/N 23365683 - #PI1494)

Dealer Code (Canada):

Dealer Name:

Dealer Address:

Dealer Contact Person:

(please include email if available)

Dealer Phone Number:

Repair Order Number:

Vehicle VIN:

Important: If you do not receive the part within 3 business days after e-mailing or faxing your part request to the GM of Canada Technical Services, please call the GM of Canada Technical Assistance Centre.

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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