

Service Update

57100 Radio and DIC Steering Wheel Controls Inoperative



Reference Number: N16205710
GWM Number: 2057100

Release Date: August 2016
Revision: 00

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
GMC	Acadia	2017	2017	UDC	One-Color Graphic I/P Cluster

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2017 model year GMC Acadia vehicles equipped with a one color Driver Information Center (DIC) (RPO UDC) were built with software that is not compatible with the Radio and DIC Steering Wheel Controls, causing the controls to be inoperative.
Correction	Reprogram the Instrument Cluster.

Part Information

There are no parts required for this procedure.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9102467	Instrument Cluster Reprogramming with SPS	0.3	ZFAT	N/A

Service Procedure

Note: Carefully read and follow the instructions below.

- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the active safety control module is not properly configured with the correct calibration software, the active safety control module will not control all of the vehicle features properly.
- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Service Update

57100 Radio and DIC Steering Wheel Controls Inoperative



- To prevent programming failure due to unintended wireless drops, It is recommended that a wired MDI connection be used when reprogramming the Instrument Cluster.

Note: When performing this software update, TIS2WEB will automatically select the latest calibrations that are designed to address this concern and close this field action.

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select P16 Instrument Cluster and follow the on-screen instructions.

Note: There is NO USB programming required for this repair.

4. At the end of programming, clear DTC's.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS4136
URGENT - DISTRIBUTE IMMEDIATELY

Date: August 4, 2016

Subject: 57100 - Service Update
Radio and DIC Steering Wheel Controls Inoperative

Models: 2017 GMC Acadia Equipped with One Color DIC Cluster (RPO UDC)

To: All GMC Dealers

General Motors is releasing Service Update 57100 today. The total number of U.S. vehicles involved is approximately 10. Please see the attached bulletin for details.

Global Warranty Management (GWM)

The Investigate Vehicle History (IVH) screen in the GWM system will be updated August 4, 2016. A list of involved vehicles in dealer new inventory is attached to this message.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS