



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-341

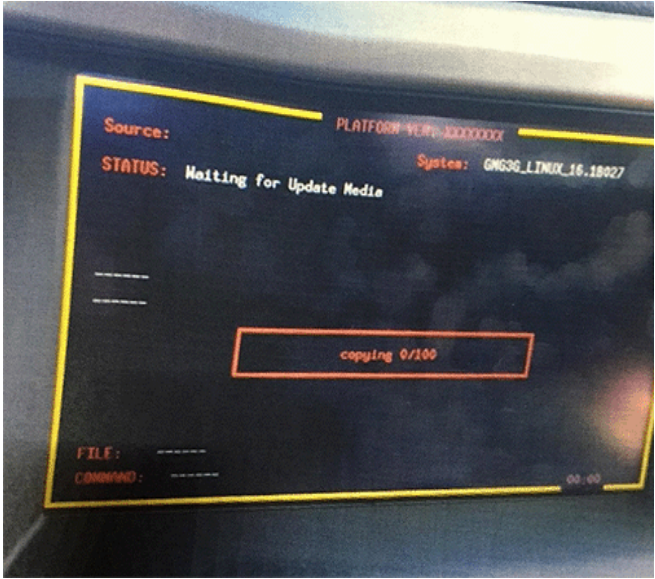
Date: October, 2016

TECHNICAL

Subject: Waiting for Update Media Message Displayed Under Various Conditions

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse Regal	2016	2016			All	All
Cadillac	ATS CT6 CTS ELR Escalade Models XTS	2016	2016			All	All
Cadillac	XT5	2017	2017			All	All
Chevrolet	Camaro Colorado Impala Malibu Silverado Suburban Tahoe	2016	2016			All	All
Chevrolet	Corvette Volt	2016	2017			All	All
GMC	Canyon Sierra Yukon Models	2016	2016			All	All
GMC	Acadia (VIN N)	2017	2017			All	All

Involved Region or Country	North America and all N.A. Export Regions
Additional Options (RPO)	Equipped with Radio RPO IO5, IO6 or UY4
Condition	Some customers may comment that the "waiting for update media" screen below appears/appeared while driving. They may also advise that it disappears within 80 minutes of being displayed.

	 <p style="text-align: right;">4593363</p>
<p>Cause</p>	<p>Some technicians may also notice this message during HMI module programming.</p> <p>Depending on when this screen is displayed, this may be the result of an HMI module concern, normal HMI programming procedures, or an issue that GM engineering is currently evaluating. Follow the instructions below to determine which direction to take based on the details of the complaint.</p>

Correction

If the screen above is only noticed by a technician who is programming the HMI module for something else but not present once programming is complete, no repairs are required as it is normal for this screen to be momentarily displayed during HMI module programming. If the screen is still displayed after HMI module programming, the technician should try to program the HMI module again and re-evaluate the concern. Refer to *Human Machine Interface Control Module Programming and Setup* in SI.

If the vehicle comes in with the screen above displayed or if it is still displayed after HMI module programming, the technician should remove the HMI module fuse for at least 5 minutes, reinsert the fuse, and re-evaluate the concern.

If the screen above is still present after the technician has power cycled the fuse or after the screen has been displayed for more than 80 minutes, replace the HMI module. Refer to *Human Machine Interface Control Module Replacement* in SI.

If the screen disappears after the technician has power cycled the fuse or if it is reported that it disappears within 80 minutes of initially being displayed and there are no DTCs setting, please do not make any repairs or

replace any parts. If this is encountered and no DTCs are setting, please communicate to the customer that we apologize for this inconvenience and that General Motors is working on a solution for this concern. Once a solution is available, this bulletin will be updated with additional details - allowing dealership personnel to contact the customer to schedule a service appointment and repair the vehicle.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
2810345	Human Machine Interface Control Module Reprogramming with SPS	Use Published Labor Operation Time
3421060	Human Machine Interface Control Module Replacement	0.5 hr
5480378*	Check Codes, Power Cycle HMI Fuse, and Evaluate Display Operation	
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	

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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