Service Bulletin

PRELIMINARY INFORMATION

Subject: Radio Resets, Navigation Inoperative, Map Not Displayed, DVD Will Not Play or Resume, Bluetooth® Inoperable, Radio Lockup, Voice Recognition Cuts Off, USB Source not Returning to Last Song, OnStar® Default Volume Low

Models: **2013-2014 Buick Enclave**

2013-2014 Chevrolet Traverse

2014 Chevrolet Captiva

2013-2014 GMC Acadia

Equipped with Radio RPO UHU, UG4, UGU, UGY, UGX, UHW or UHV

Attention: **The original complimentary USB flash drive required for this PI was shipped to the dealer the week of March 31, 2014 in the DWD box (U.S. dealers) and through regular mail in Canada. This Red USB stick (Part number 23441388) replaces the Green USB stick (Part number 23162853). DISCARD THE GREEN USB STICK.**

This PI has been revised to include instructions on how to download/make a replacement USB stick if the complimentary USB has been lost.. Please discard PI0962E.

Condition/Concern

Some customers may comment on the following conditions:

Radio Function

- Intermittent radio reset when shifting out of reverse.

- Radio Preset selection does not match audio source.

- Radio resets (radio display screen keeps cycling between the start up screen and the radio screen).

  Note: On radio resets, some customers may hear the CD changer mechanism loading and/or a "POP" from the speakers.

  Note: This reset cycle is observed to be approximately 30-60 seconds.

- Rear Vision Camera display is dark with a yellow triangle shown on display.

Bluetooth/Connectivity

- IPhone® Bluetooth® Hand-free call audio not available after call answered.

- Radio Lockup after Bluetooth® private call ended (common with IPhone®).

- Bluetooth® Phonebook download and Contact dialing not available with Voice Recognition.

- Phone does not connect or loses connectivity to the vehicle.

Navigation

- Navigation inoperative, map not displayed.

- Voice recognition truncated prompts with radio power Off for Navigation models.

- Route Guidance will not start with OnStar® Destination Download while radio is off.

- Navigation not able to select POI's.

- Navigation traffic icons and flow lines not displayed.

- Time to Destination is not accurate.

USB/Media

- Rear display will not turn on when DVD playing after ignition cycle.

- USB Audio source not returning to the same location after ignition cycle.

- Radio switching to USB source by itself on startup.

Recommendation/Instructions

An updated radio software calibration has been released to address these conditions.

Reprogram the radio following these steps:

Important: This procedure is a USB flash drive programming event. This **IS NOT** a SPS programming event. USB flash drive with label software **P/N 23441388** will be shipped in a zip lock bag to dealers by the GM Aftersales Department.

Note: 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.

Note: The radio will be set back to factory defaults after this update has been completed. Please note any custom settings prior to updating.

1. If the radio is continuing to reset, follow these steps to eliminate the resetting loop. If other conditions exist, continue to Step 2.

   - Start vehicle to RUN. Turn on the radio by pushing the volume knob.

   - Change the vehicle language setting to Espanol (Spanish) via the DIC switch bank under the radio (Acadia shown above for reference).

- Observe that the language has changed on the radio screen and in the DIC. Note: the update will have to be performed in Spanish mode. Refer to the picture above.

- Verify that the radio clock elapses at least one minute to ensure radio reset no longer occurs. If it does, wait another 1 minute cycle without shutting anything off. The radio, if it resets, will come up again in OFF. The radio should stabilize this time in Spanish.

2. Turn ON the ignition, with the engine OFF and transmission in PARK. Confirm radio software part number is NOT 23441388 using a Diagnostic scan tool (Tech 2 for MY2013 or GDS for MY2014).

   Important: Do not proceed further if the radio software part number is 23441388.

3. Insert the USB drive into the radio USB port in the vehicle.

   Note: If the USB update is attempted and the radio software is already 23441388, then DTC B124F may be set.

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

Note: If the following screen above is shown on the screen, the radio already has the latest calibration installed and no further action is required.

4. When the update info screen comes on, select "ACTUALIZAR."

   Note: If ACTUALIZAR (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.

   – Once Update has been selected from the display, the screen will show the progress of the update. The navigation software update will take up to 90 minutes to load. The non-navigation software will take up to 30 minutes to load.

   – If "Invalid Product Update" message display with "Invalid Manifest(s)" error, the radio software is up to date. No update is required.

5. 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. Remove the USB flash drive. Turn the ignition off and then turn back on.

   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.

6. To ensure the software update was successful, use a Diagnostic scan tool to confirm the new software part number. If the part number is **23441388**, then the update was successful.

7. When the USB programming event has completed, turn off the ignition for 60 seconds and remove the USB drive.

8. Reset the radio.

9. Re-enter any custom settings recorded prior to the update.

Parts Information

If the USB stick is lost, you can make a replacement USB stick by following these instructions:

1. Ensure you are on a 64 bit computer with a stable internet connection that will be uninterrupted for at least 2 hours before proceeding.   As result, a wired internet connection is suggested. It is also suggested to change your computer settings to prevent it from going to sleep or powering off during this time. The latest GM dealer PC requirements can be accessed at the following location: https://dealer.autopartners.net/sites/dit/Documents/GM_Dealer_Infrastructure_Guidelines.pdf

2. Create a folder on your computer (location of your choice) and name it "PI0962 Red USB".

3. Copy/paste the following link to your internet explorer browser to start the download process: http://tis2web.akamai.gm.com/aaagds/pi0962

4. A pop up should appear asking whether to open or save the PI0962 file.

   • Select "save as" and find the "PI0962 Red USB" folder that you just created in order to download the file to that folder.

   Note: Depending on internet connection speeds, this download may take 1-2 hours to complete.

5. Once the download is complete, format a USB 2.0 stick with at least 12 GB of space to NTFS file type.

6. If the file downloaded as a .txt file, right-click the file and change the file extension from .txt to .zip.

7. Unzip/Extract the PI0962 file to the formatted USB stick by double-clicking or right-clicking the file you just downloaded.

   • Depending on computer specifications, it will take about 15-60 minutes to complete this process.

   Important: If an error message is displayed that says there is not enough available space when trying to unzip to the USB stick, open the contents of the USB to inspect the size of all files on the USB. If there is one file that obviously exceeds the size of your USB stick by several thousand GB, start at step 1 again but use a different computer and internet connection. Depending on the firewall settings at your dealership, it may be necessary to use a computer and internet connection at another location.

8. Once the files are completely unzipped to the USB stick, open the contents of the USB to ensure that there are 28 files on it that take up approximately 10.5 GB of space.

9. Right click and select eject to safely eject the stick from your computer.

10. Write PI0962 on it with permanent marker as this stick will be used for all future PI0962 updates.   This will replace the original complimentary one that was previously shipped/provided when PI0962 was first released.

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.		