



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. This USB was 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 came 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 this complimentary USB has been lost, replacements are no longer available through the 1-store so it will be required to make a replacement as outlined at the bottom of this PI.

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 PI1494A.

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, last for about 1 minute, and then the “Device Not Supported” message below is displayed for a few seconds before ultimately aborting a 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 was 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 complimentary USB stick has been lost, damaged, or is suspected of causing the "Device Not Supported" message described above in step 2a, 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 a 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 found 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 "PI1494 Yellow USB".
3. Copy/paste the following link to your internet explorer browser to start the download process: <http://tis2web.akamai.gm.com/aaagds/pi1494>
4. A pop up should appear asking whether to open or save the PI1494 file.

- Select "save as" and find the "PI1494 yellow 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 16 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 PI1494 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 15-75 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 41 files on it that take up approximately 14.4 GB of space.
9. Right click and select eject to safely eject the stick from your computer.
10. Write PI1494 on it with permanent marker as this stick will be used for all future PI1494 updates. This will replace the original complimentary one that was previously shipped/provided when PI1494 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.		

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 this information.



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