



Service Bulletin

File in Section: -

Bulletin No.: 18-NA-338

Date: November, 2018

TECHNICAL

Subject: Rear Infotainment Audio Output Choppy/Intermittent When Headphones are Connected VIA Audio Jack or Bluetooth

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	Enclave	2018	2019				
Chevrolet	Equinox	2018					
	Silverado 1500 (New Model)	2019					
	Traverse	2018					
GMC	Sierra 1500 (New Model)	2019					
	Terrain	2018					

Involved Region or Country	North America
Additional Options (RPOs)	SR2, SR3
Condition	Some customers may comment that the audio is choppy/intermittent when the headphones are connected either by the audio jack or bluetooth.
Cause	This condition may be caused by GUI software version ver1p7p19.
Correction	If vehicle exhibits this condition, install New software release version known as GUI version ver1p8p7.

Service Procedure

Important: Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install the EL-49642 SPS Programming Support Tool (GM Dealer Equipment Item #PSC-550) 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.

There is more than one system, so identifying the proper system needing an update is the first preliminary step:



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- The software update only supports one type of Rear Seat Entertainment accessory system as shown above.



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- The Rear Seat Entertainment system shown above, cannot be updated with the software version indicated in this bulletin.

The second preliminary step is to confirm the software GUI version on your Rear Seat Entertainment system is older and needing to be updated.

From the main menu, validate the software version by selecting:

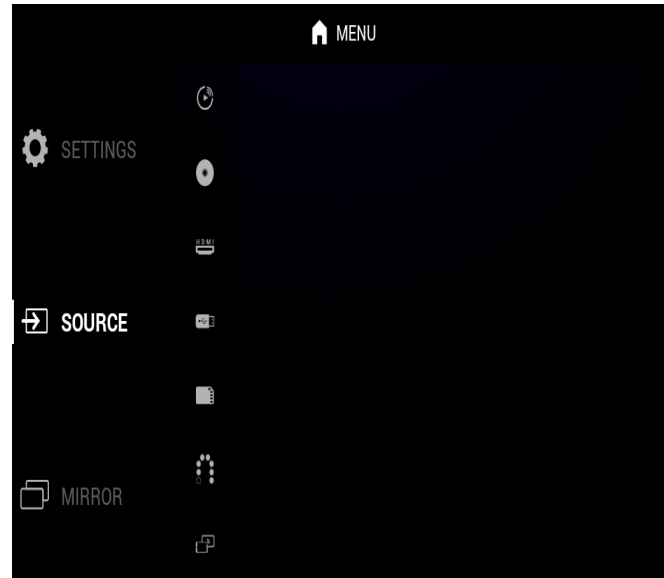
1. Settings
2. Advanced
3. Update

Updates are available for GUI version ver1p7p19 only:

- If you have any other version, no further update is available.
- If you have the version mentioned, continue with procedure.

For version 1p7p19 complete the following steps:

1. Go to the service programming system and save "A33 media disc player" to a USB stick, It is released to Service under 8-digit data-file part number 84538707.

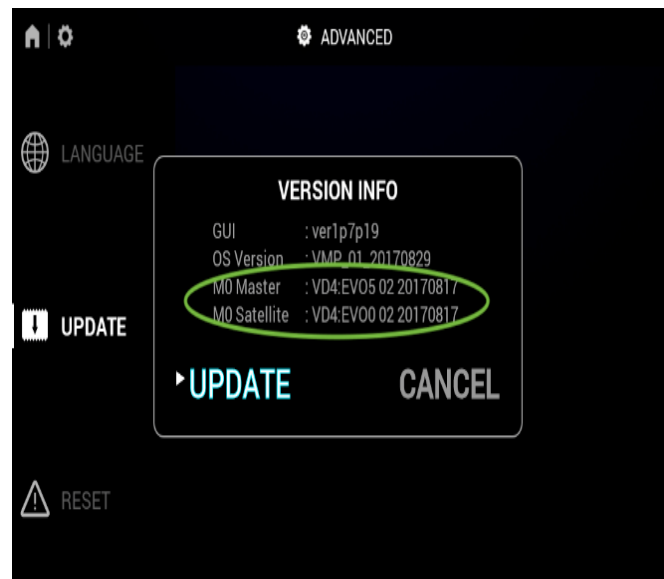


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2. Turn on both monitors of the SR2/3 system.

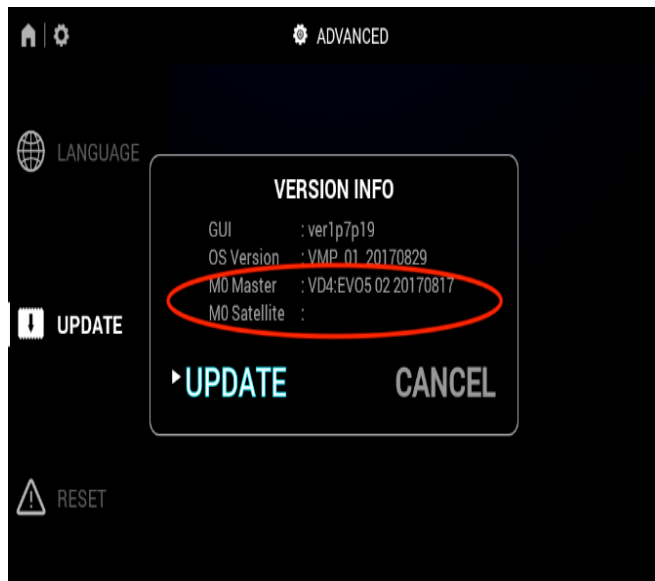
Note: Wait for the system to completely boot to the Home screen.

⇒ If the system is booted, but the Home screen is not shown, press the Home button on the remote or monitor.



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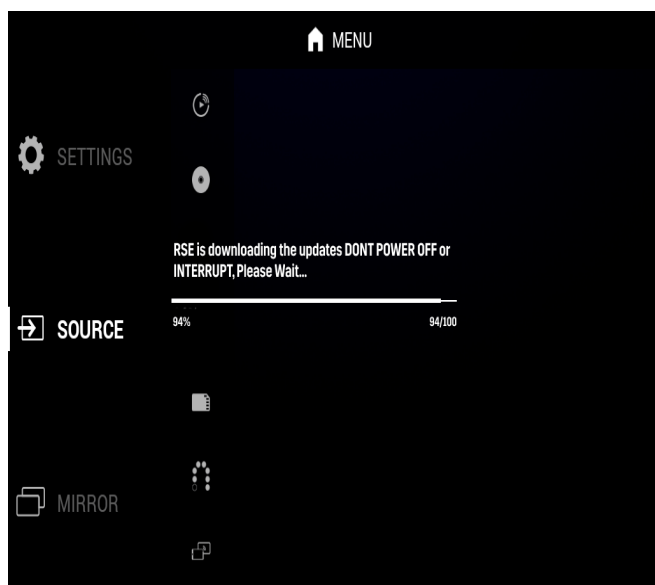
3. Validate that both monitors are properly connected:
 - 3.1. Settings
 - 3.2. Advanced
 - 3.3. Update
 - 3.4. Validate "M0 Master" and "M0 Satellite" and confirm there is information shown next to both.



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⇒ If one of them does not have information shown, the monitors are not properly connected to each other. Try turning off power, checking all connections, then reboot.

⇒ Updates will be to GUI version ver1p7p19.



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4. Press the Home button on the remote or monitor to return to the Home screen.
5. Insert the USB stick with the software update loaded on it.

⇒ After a few seconds the update process will start, displaying a progress bar in the middle of both screens. The full update process will take about 5 minutes.

Note: Do not disturb until the system returns to the Home screen.

6. The update process will go through several phases:

- Progress bar
- Solar system animation
- Android icon with progress bar
- Solar system animation
- GM logo animation
- Home screen
- Update complete

7. Validate that the software is now updated to the version ver1p8p7 by selecting:

7.1. Settings

7.2. Advanced

7.3. Update

When the software has been confirmed, the update is complete.

Parts Information

No parts are required for this repair.

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
3481058*	Rear Infotainment Monitor Software Update	0.6 hr

*This is a unique Labor Operation for Bulletin use only.

Version	1
Modified	Released November 09, 2018

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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